TRAINING PROVIDERS ASSESSMENT [COUNTRY]

2017

TRAINING PROVIDER QUESTIONNAIRE

YES	1
NO	2

Special Codes	
Refusal	-99
Don't know	-66
Not applicable	-77
No answer	-88

QUESTIONNAIRE ID				

INTERVIEWER CODE:		
SUPERVISOR CODE:		
	Yes	No
SUPERVISOR CALL-BACK		

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I- Background information: Basic Identifiers

1	Name of institution:	
2	Institution director: [or survey respondent]	
3	Years of operation:	
4	City:	
5	Institution type:	
6	Institution category	

Table. Institution Type	
Private	1
Pubic	2
Not-for-profit	3

Table. Institution Category		
		1
		2
		3
		4
		5

II- Inputs: Students, Instructors, Facilities and Funding

A. Students

		Last Academic Year
7	For the most recently completed academic year, what was the total number of students enrolled?	

		Last Academic Year		
8	For most recently completed academic year and to the best of your knowledge, Please specify the following information regarding the...	No.	OR	%
	number of full-time students?			
	-› of which male?			
	-› of which female			
	number of part-time students?			
	-› of which male?			
	-› of which female			
	approximate age distribution?			
	-› under 20 years old?			
	-› 20-25 years old?			
	-› over 25 years old?			

		Last Academic Year	
9	For most recently completed academic year and to the best of your knowledge, what have been the reasons for dropping out? Please express in percentage relative to the total drop-out rate for that year.	%	**If >0%,** does this reason apply more frequently to female drop-outs? Yes/No
	Student could not afford to continue		
	Student found career opportunity that couldn't wait		
	Student did not find program relevant		
	Student found program too difficult		
	Student fell sick		
	Student had family responsibilities (other than financial)		
	Other (specify_____ ____)		

		Last Academic Year
10	For most recently completed academic year, and to the best of your knowledge, Please specify the following information regarding the highest completed education level of the students enrolled in your institution…	
	Basic education/Primary(%)	
	High School (%)	
	Vocational Education (%)	
	Higher education diploma/ University (specify__ _) (%)	
	No certificate, basic literacy skills (%)	
	Other (specify) (%)	

B. Teachers/Instructors

11	Does the institution have **autonomy to recruit instructors**?			
	If **No** or **Yes, part-time or contract instructors**, how is the **recruitment of instructors determined**?			
12	How many teachers/ instructors are currently working at the institution?			
		No.	**OR**	**%**
	→ of which full-time?			
	-› of which male?			
	-› of which female?			
	→ of which part-time?			
	-› of which male?			
	-› of which female?			
				100%
	→ of which substitute teachers?			
	→ Of which have less than 5 years of experience in industry?			
	→ Of which have 5-10 years of experience in industry?			
	→ Of which have more than 10 years of experience in industry?			
				100%
	→ Of which have less than 5 years of experience in teaching?			
	→ Of which have 5-10 years of experience in teaching?			
	→ Of which have more than 10 years of experience in teaching?			
				100%
	→ Of which have no certification?			
	→ Of which have a Certificate?			
	→ Of which have a Diploma?			
	→ Of which have a Graduate (i.e. a Bachelor) degree?			
	→ Of which have a Master degree or more?			

Table. Autonomy to recruit instructors	
Yes	1
Yes, part-time or contract instructors only	2
Yes, but only by following government criteria	3
No	4

Table. Recruitment of instructors determined		
National education authority		1
Sub-national education authority		2
Local education authority		3
Other (specify)		4

13	What is the annual salary scale range of teachers at your institution?	
	→ Highest paid teacher:	**LCU**
	- Specify type of contract (i.e. full-time, part-time, etc.)	
	→ Lowest paid teacher:	**LCU**
	- Specify type of contract (i.e. full-time, part-time, etc.)	
	→ Average pay: for male teachers?	**LCU**
	for female teachers?	**LCU**

C. Facilities and equipment

14	How many classrooms does the institution have?	
15	How many workshops does the institution have?	
16	Thinking of the largest workshop	~~SA15~~
	→ how functional are your tools and equipment? (*see table Functionality)*	
	→ do you have enough tools and equipment to accommodate all your students? (*see table Accommodation)*	
17	How many computers does you institution have in total?	
	→ in need of repair?	
	→ number of computers used for administrative purposes?	
	→ number of computers for teachers use?	
	→ number of computers for student use?	
18	What is the internet speed provided at your institution? (*see table Internet Speed*)	

Table Internet Speed	
Under 5 MB per second	1
Between 6-10 MB per second	2
Between 11-20 MB per second	3
Over 20 MB per second	4
We don't provide internet connectivity at our institution	5

Table Functionality	
Very functional	1
Functional enough	2
Frequently requires repairs	3
Not functional	4

Table Accommodation	
Yes, we have enough tools and equipment for all our students	1
No, we do not have enough tools and equipment for all our students	2
It depends on the semester and the number of enrolled students	3

		Yes/No
19	Does the institution have dormitory to accommodate students?	
	If **YES**, are there **accessibility criteria**?	
	If **2,3,4**, how is the **main portion of cost** of access to dormitory covered?	
	If **YES**, how many male students can this dormitory accommodate?	**Number**
	If more than "0", on average per year, how many male students reside in this dormitory?	**Number**
	If **YES**, how many female students can this dormitory accommodate?	**Number**
	If more than "0", on average per year, how many female students reside in this dormitory?	**Number**

Table. Accessibility criteria	
First come first served	1
Based on distance of residence	2
Income-level of family	3
Other:	4

Table. Main portion of cost	
Paid by student	1
Paid by institution	2
Subsidized by government	3
Other	4

D. Funding

20	During the most recently completed school year, what was your total revenue	LCU	If >0 skip next question
	Or, to which category of revenue, does your institution belong?		
	During the most recently completed school year, what percentage of the institution's total annual revenue was represented by:		
	• Tuition fee	%	
	• Government funding	%	
	→ **If more than 0%,** please specify:		
	→ from national government	%	
	→ from subnational government	%	
		Yes/No	
	→ does this funding depend on number of students?		
	→ ...on types of programs your institution offers?		
	• Sponsorship or donations	%	
	• Sales of student-produced goods	%	
	• Sales of services to private firms	%	
	• Other (specify)	%	

Table. Category of revenue				
Less than xxx	1		Between yyy and zzz	3
Between xxx and yyy	2		More than zzz	4

23	For most recently completed academic year and to the best of your knowledge, how many or what percentage of your students	Last Academic Year			When >0, who received the fund
		No.	OR	%	
	received a scholarship?				
	-› of which male?				
	-› of which female				
	received a sponsorship?				
	-› of which male?				
	-› of which female				
	were sponsored by employers?				
	For most recently completed academic year, what is the **typical** value of a scholarship?	LCU			

	For most recently completed academic year, what is the **typical** value of a sponsorship?	LCU	

Table. Received fund	
By the student only	1
By the institution only	2
By both	3

III= Characteristics and Actions

ACTION 1: TO SET A STRATEGIG DIRECTION

		Yes/No
24	Does the institution have a management committee or governance board?	
	If **YES**, are any of the members of the management committee or governance board also members in industries or industry associations?	
	Are managers accountable to this management committee or governance board?	
	If **NO**, are managers accountable to anybody else?	
25	Does the institution have a formally written or vision statement?	
	If **YES**, when developing the mission statement do you include the participation of (a) students?	
	(b) community members?	
	does the mission statement speak of the connection with industry associations and/ or employers?	

26	How **frequently** does the institution collect data on any of the following?		If **DATA COLLECTED**, does the institution use information to formally set targets for any of the following?	If **YES**: How does your institution manage the data?	If **YES**: does the institution use this information to	
					assess/evaluate training programs?	monitor the attainment of various targets?
			Yes/No		**Yes/No**	**Yes/No**
	1. Administrative data (enrollments, staffing, budgets, etc.)					
	2. Student performance					
	3. Teacher/instructor performance					
	4. Graduation statistics					
	5. Job placement rates					
	6. Earnings of graduates					
	7. Employer satisfaction					
	8. Trainee satisfaction					
	9. Other (specify____)					

Table. Frequency	
Never	0
Once a year	1

Table. Data Management	
Manually	1
Electronically	2

Twice a year	2
Every quarter	3

If the institution uses any of the information to assess programs or monitor targets, does it share the results of such assessments?

Table. Share Results	
No	0
Yes, only with staff	1
Yes, only internally – with staff and students	2
Yes, internally but also externally with members of industry association or employers	3
Yes, it is publicly available and easy to access	4

27	Does the institution have internal meetings to **discuss institutional performance** based on data collected?	
	If **YES**, in the last year, what was the **main result** of these meetings?	

Table. Discuss staff Performance	
Yes, twice a year	1
Yes, annually	2
Yes, occasionally	3
No	4

Table. Main Result		
Everybody became aware of the performance of the institution		1
Staff and instructors voiced their concerns and constraints		2
The institution learned about new policies or procedures		3
The institution agreed on adjustments to policies or procedures		4
Other (specify)		5

ACTION 2: TO DEVELOP A DEMAND-DRIVEN APPROACH TO TRAINING

28	How does your institution determine the skills to be taught per program? (*see table Identification of skill needs)*	

Table. Identification of skill needs		
Studies and assessments of skill needs		1
Through internal discussion/review		2
Based on funding received		3
Employers and industry demands		4
Government policies		5
Other (specify)		6

		Do the programs that you deliver ensure that your future graduates acquire the following skills:	If **NO**, do you undertake any additional efforts or activities to ensure that these skills are acquired?
29		**Yes /No**	**Yes /No**

	Can do calculations and work with numbers		
	Can read and write		
	Can read and write in a foreign language		
	Can find new and better ways to do things		
	Can stay on a long and difficult task until it is finished		
	Can be relied on to get things done		
	Can work well with others and listens to others' views		
	Can work well in very busy or difficult situations		
	Can continue in the face of challenging situations		
	Can easily adapt to new tasks or changes		
	Can communicate well with others		
	Can use a computer for basic tasks		
	Can use a computer for making presentations and/or other advanced purposes (e.g. create & manage databases, specialized computer programs, etc.)		

					Yes/No
30	Does the institution have a strategy to involve employers or industry groups in institutional decision making?				
31	If **YES,** what does this strategy consist of?				
	Only probe. Code "1" for all that apply, otherwise leave blank.				
	Identify relevant businesses and their contact information.			Invite employers to participate in governance board meetings.	
	Participate in industry sector association activities to learn about businesses' concerns			Invite employers to participate in a specific tasks (e.g. internships, curriculum advice, assessments)	
	Call to employers for casual conversations.			Contact employers to sell training services.	
	Hosting events for employers to hear their views.			Implementation of survey to gather employer satisfaction with graduates	
32	If **YES,** who is in **charge of the implementation** of this strategy?				

Table. In charge of implementation			
Institution's director	1	No person has been designated for this task	3
A person, other than the director, is designated for this task	2	The Board	4

ACTION 3: TO ESTABLISH A SUSTAINED RELATIONSHIP WITH AUTHORITIES

33	In the last three years, has the institution participated in events to discuss with government officials about policies regarding training and skills development? (*see table Institution Participation)*	

34	If **YES,** to your recollection, what has been the **main purpose of these events**? (Please select maximum two options)		
35	Who, in the institution, is **responsible for addressing** government communications or requests?		
36	In the last three years, what have been the **main communication channels** between the institution and government officials? (please select one or two of the most important channels)		

Table. Institution Participation	
Yes, at least once a year	1
Yes, occasionally	2
No	3

Table. Main Purpose of Events		
To inform training institutions about a new regulation		1
To inform training institutions about the accomplishments of the ministry		2
To train institutions on how to implement a new procedure		3
To discuss with institutions a potential change of regulations or procedures		4
Other (specify)		5

Table. Responsible for Addressing	
Institution's director	1
A person, other than the director, is designated for this task	2
No person has been designated for this task; the responsibility is assigned depending on the nature of the communication or request	3
The Board	4

Table. Main Communication Channels		
The institution has not communicated with government officials in the last three years		1
The institution hosted visits from government officials at least once		2
The institution addressed requests from government officials at least once		3
The institution received notifications from government officials at least twice		4
The institution attended meetings with local government officials at least twice		5
Other (specify)		6

		Yes/No
37	Does your institution undergo mandatory inspections?	
38	If **YES,** how frequently do you get inspected? (*see table Frequency*)	
	How long do these inspections typically last? (record in number of days)	**DAYS**
		Yes/No
	Does the inspection report recommend specific priorities to improve your institution?	
	If **YES,** Is your institution required to submit an improvement plan following the inspection recommendations?	
39	Does the institution use any of the following mechanisms to ensure compliance with regulations:	
	1. Occasional review of news regarding regulations for training providers	
	2. Quick review of compliance in preparation for official visits	
	3. Annual formal review of regulations and compliance	
	4. The institution is in compliance with regulations and does not need to review this often	
	5. Other (specify)	
40	Is it mandated that this institution undergo financial auditing through:	**Yes/No**
	1. Internal reviews?	
	2. External reviews?	
	If **YES to either**, in what year did the last audit take place?	**YEAR**

Table Frequency	
Once a year	1
Every 2-3 years	2
Every 5 years	3
Other (specify SB39_ax)	4

ACTION 4: TO ENSURE INSTITUTIONAL FINANCIAL VIABILITY

		Yes/No
41	Does the institution have authority over:	
	1. The collection of financial sources?	
	2. The use and management of financial sources?	

In the last three years:

42	How has your institution ensured continued **access to financial resources**? (Please select the two most important mechanisms)		
		Yes/No	
43	Has your institution received in kind or non-cash donations from government authorities or private donors?		
	If **YES**, what is the estimated value of all these donations?	LCU	

Table. Access to Financial Resources		
By complying with government regulations and requirements (e.g. submitting financial and administrative reports, ensuring that the institution is up to standards)		1
By following up on the allocation and disbursement of government funding		2
By closely monitoring the payment of tuition and fees from students		3
By offering training and research services to businesses		4
By organizing fundraising events with businesses and local communities		5
Other (specify)		6

		Yes/No
21	Can your institution actively seek funding from potential employers?	
	If **YES**, what type of resources do employers generally provide for your institution?	Yes/No
	1. Financial contribution	
	2. Equipment and supplies	
	3. Technical knowledge	
	4. Technical personnel	
	5. Training facilities	
	6. Management guidance and governance	
	7. Provision of work exposure (e.g. internship and on-the-job training)	
	8. Testing or assessment of trainees	
	9. Other (specify)	

		Yes/No
44	Does your institution have an operational budget?	
	If **YES**, who prepared it? (*see table Operational Budget)*	

45	In the most recently completed academic year, what percentage of the institution's total annual expenses was represented by:	
	1. Personal and professional development	%
	2. Teacher/instructor salary	%
	3. Staff salaries (excluding teachers and instructors)	%
	4. Physical infrastructure (including rent) / Building maintenance	%
	5. Equipment maintenance and consumables	%
	6. Classroom Supplies	%
	7. Extra-curricular activities	%
	8. Debt repayment	%
	What was the **debt originally contracted for**?	
	9. Other (specify)	%

Table. Operational Budget				
Government authorities at the center level	1	Staff in charge of finance		4
Government authorities at the local level	2	Other (specify)		5
Institution's director	3			

Table. Debt contracted for			
Land and building	1	Debt consolidation	3
Technical equipment /Computers	2	Other	4

46	To what extent does your institution have maneuvering room to: (*see table Constraint Level*)	
	1. Shift its budget (i.e. make changes without seeking external approval)	
	2. Reduce expenses	
	3. Make investments for the future	
	4. Find/increase revenue	

Table. Constraint Level	
No constraint	1
Some constraint	2
Heavy constraint	3
Not able to at all	4

		Yes/No
47	How does your institution make its decision in terms of managing funds? Indicate all relevant [and subsequently 3 most important]	
	1. Based on student assessments (i.e. towards programs that are more / less promising)	
	2. Based on how funds were received (i.e. donation for particular program or government funding for particular program)	
	3. Program requests (student/stakeholders)	
	4. What is most urgently needed (i.e. in ad-hoc manner with no specific plans)	
	5. Based on profitability criteria	
	6. Other (specify)	
	Indicated the three most important reasons:	
	1. Most important:	
	2. Second most important:	
	3. Third most important:	

ACTION 3: TO FULFILL NATIONAL QUALITY STANDARDS

48	What **mechanism** does your institution have in place to ensure that the quality of education is up to par with national quality standards?	

Table. Mechanism		
External review conducted annually		1
Internal review conducted annually		2
There is no systematic mechanism in place		3
Other (specify)		4

49	Thinking about the program with highest enrollment this year, does the curricula delivered in this program use **competency standards**?				
	How does your institution design, develop or adapt its curricula to fit industry association and employer standards and curricula requirements?				
	Only probe. Code "1" for all that apply, otherwise leave blank.				
	We do not adapt our curricula to those criteria			Based on our perception on what would be unique, trend cutting	
	External review conducted annually			Based on enrollment trend in the institutions	
	Follow national standards			Based on enrollment trend in other institutions	
	Based on potential employers requests			Based on the success of graduates in finding jobs	
	Based on unique or emerging labor market demand supported by market research			Based on alumni feedback	
				No option but to follow national standards	
	Based on on-going collaboration with businesses			Other (specify)	
					Yes/No

Table. Competency standards		
Yes, competency standards determined by the institution for this program		1
Yes, competency standards determined by a professional association for these occupation		2
Yes, competency standards as determined by a national framework of qualifications		3
No		4
Other (specify)		5

ACTION 6: TO ENABLE STUDENTS TO PURSUE EDUCATION AND TRAINING OPPORTUNITIES

52	Does your institution evaluate student proficiency based on competency standards prior to admission?	
	If **YES**, what are these **standards based** on?	

		Yes/No
		Yes/No
53	Is a nationally recognized certificate awarded upon the completion of programs from your institution?	
	If **YES,** which certificate(s)?	**Yes/No**
	1. Vocational Education Level I / Level II of the Albanian Qualifications Framework (AQF)	
	2. Vocational Education Level II / Level III of the AQF	
	3. Secondary vocational education, technical / managerial level III / level IV of the AQF	
	4. Post-Secondary Vocational Education (non-university) / level V of the AQF	
	5. Vocational Qualification Certificate of levels II, III, IV, V of the AQF	
	6. Other (specify)	
		Yes/No
54	Do you have standardized exams before offering students certification?	
	If YES, does the institution have **autonomy** to design and implement these exams?	

Table. Autonomy	
Yes to implement, but the assessment is designed centrally	1
Yes, but the institution must follow the guidelines provided by the authorities	2
Yes and the institution follows its own procedures to do so	3
No	4

51	Thinking certification exams, are they **reviewed periodically**?	

Table. Review Period	
Yes, occasionally	1

Yes, once every year		2
Yes, once every five years		3
Not sure, assessments are designed and reviewed by government authorities		4
No		5
Other (specify)		6

	Do these exams evaluate student proficiency based on **competency standards?**	

Table. Competency standards
Yes, competency standards determined by the institution for this program
Yes, competency standards determined by a professional association for these occupation
Yes, competency standards as determined by a national framework of qualifications
No
Other (specify)

55	Is the institution **accredited**?	
56	If **Yes**, when did the institution achieve its accreditation?	**YEAR**
57	Is the institution required to **renew its accreditation** status on a regular basis?	

Table. Licensed and accredited	
No	1
No, the institution is not required to be accredited	2
No, the institution is currently in the process of being accredited,	3
Yes	4

Table. Renew Accreditation	
No	1
Yes, at least once every ten years	2
Yes, at least once every five years	3

		Last Academic year		
58	For the most recently completed academic year and to the best of your knowledge, how many or what percentage of your graduates	**No.**	OR	**%**
	1. Applied for a higher level of education or training?			
	→ Of which were admitted?			
	2. Applied to a "lateral/horizontal" education or training level?			
	→ Of which were admitted?			

		Last Academic year		
59	Thinking about the most recently completed school year, please fill out the following table to the best of your knowledge:	**No.**	OR	**%**
	Total number of graduates:			
	Of which found employment			
	1. 6 months or less after graduating			
	2. more than 6 months after graduating			
				100%
	3. that is part-time			
	4. that is full-time			
				100%
	5. that is in their field of training			
	6. Created or continued working on their own business			

60	Thinking about the program with most graduate students in the most recently completed school year, what is, to the best of your knowledge, the average monthly income among those who are currently employed?			**LCU**
	What are the **sources** of your answers for questions 58, 59 and 60? (*see Table Sources)*			

Table. Sources				
Accurate because measured by institution	1	Based on personal opinion informed by a number of cases		3
Estimation based on a survey conducted in the last 3 years	2	Other (specify_____)		4

ACTION 7: TO CREATE A TEACHING/STUDYING EXPERIENCE CONDUCIVE TO LEARNING

61	Does the institution have **autonomy** to introduce and close **programs**?		
62	How many training programs does the institution currently offer?		**NUMBER**
	Of which are short term (total duration of 6 months and less):		**NUMBER**
	Of which are long term (total duration between 6 months and 2 years)		**NUMBER**
			Yes/No
63	Over the course of the past three years, has the institution introduced training programs?		
	Closed training programs?		
	If **YES to INTRODUCED**, what was your source of **funding**? (*see table Funding*)		
	which criteria did the institution use to introduce training programs?		
	Only probe. Code "1" for all that apply, otherwise leave blank.		
	Availability of financing		
	Capacity for training provision (e.g., staff, equipment, facilities, etc.)		
	Support from relevant stakeholders		
	If **YES to CLOSED**, which criteria did the institution use to close training programs?		
	Only probe. Code "1" for all that apply, otherwise leave blank.		
	Assessment of system-wide resource utilization and staffing		
	Consultations with relevant stakeholders		
	Labor market analyses		

Analytical findings (e.g. labor market analyses, impact evaluations)				
Other (specify)				
Findings from reviews of programs (e.g. enrollment trends)				
Other (specify)				

Table Funding				
In-house funding	1	Through public sector funding		3
Through private donations	2	Other (specify)		4

Table. Autonomy over programs	
No	1
Yes, following criteria set by government authority	2
Yes	3

		MALE	FEMALE	
64	What are the areas [or sectors] of focus of training programs in the institution (please select the most important ones with highest enrolment rates this year for males and females):	1.	1.	NAME OF AREA
		2.	2.	NAME OF AREA

		Most Popular for MALE	Most Popular for FEMALE
65	In the most recently completed academic year, for the most popular programs among males and females:		
	1. How many students graduated?		
	2. What percentage of these graduates are of the other gender?	%	%
	3. For the group of people who graduated, how big was the cohort? (i.e. how many were they when they enrolled)		
	4. What is the duration of this program? (in months)	MONTHS	MONTHS
	5. What level of **work experience** do the students enrolled have (prior to commencing the program)?		

Table Work Experience	
Less than 1 year	1
Between 1 to 3 years	2
More than 3 years	3
None	4

Thinking of the program with the highest enrollment (in general), to the best of your knowledge:

66	…how many trainees, on average are:	
	1. In the same classroom sessions?	
	2. In the same workshop sessions?	
67	…how many hours does a trainee spend in each of the following kinds of activities?	HOURS
	1. Study per week	
	2. Theoretical instruction (general; e.g. mathematics, language, and vocational)	
	3. Practical instruction (workshop-based instruction, school based production)	
	4. Other (specify)	
		Yes/No
68	…do you offer flexibility in terms of the following:	
	1. Offer intensive program (to allow students to finish faster than normal)	
	2. Offer classes in the: Morning	
	Evening/Weekend	
	3. Offer remote training	
	4. Offer to get degree by gradually building credits over an undetermined period of time	

		Last Academic year
69	For the most recently completed academic year and to the best of your knowledge, of all the programs you offer, what percentage of them include both a practical and theoretical component (versus only theoretical)	%
	for those who have a practical component, what is the average ratio between teaching theory (i.e. in classroom) and practice (i.e. in workshop)?	
	What percentage of your courses are offered through eLearning or online learning platforms?	%
	If more than 0%, what proportion of enrolled students on average participate **SOLELY** in online learning (i.e. number of students participating SOLELY in online learning divided by total number of enrolled students)?	%

		Yes/No		
70	Over the course of the past three years, has the institution designed or adapted curricula?			
	If **YES,** for the design and adaptation of your programs how important are the following:			
	1. The established curricula of this institution			
	2. Government regulation			
	3. Competition from other training providers			
	4. Necessary coordination with other training providers and learning institutions			
	5. The evolution of knowledge and technologies			
	6. Historical success of graduates obtaining employment			
	7. Employers needs			
	8. Faculty preferences			
	9. Financial/Profitability considerations			
	10. Cost considerations			
	11. Availability of facilities, equipment, infrastructure...			
	12. Availability of teachers/instructors			
		Criteria 1	**Criteria 2**	**Criteria 3**
	Of this list, please choose the 3 most important criteria			

Level of importance	
1	Not important
2	Slightly important
3	Very Important
4	Critical

		Students	Graduates
71	Does the institution **request feedback** from students or graduates with regards to expectations to the performance of instructors?		
72	Who is responsible for **receiving and addressing complaints** from students?		

Table. Feedback Request	
Yes, informally (e.g. through sporadic meetings)	1
Yes, formally (i.e. through evaluation forms or surveys)	2
No	3

Table. Receiving and addressing complaints	
No person has been designated for this task; students rarely file complaints/ each case is handled differently	1
No person	2
A person from the institution's staff is responsible for receiving complaints and for channelling them to the relevant party	3
A person from the institution's staff is responsible for receiving and addressing complaints	4
A person from the management board is responsible for receiving and addressing complaints	5

		Yes/No
73	Does the institution **evaluate the performance of instructors**?	
	If **YES**, did you reward good performance of instructors?	
	Did you address poor performance of instructors?	
	If **YES,** in your latest performance evaluation of instructors, how **important** were the following criteria? (please select, maximum, 1 item as critically important) (*see table Importance*)	
	1. Formal evaluation process	
	2. Evaluation form filled out by students at the end of the course	
	3. Virtual and/or physical suggestions box for student, teachers/instructors, and staff	
	4. Peer assessment	
74	In the most recently completed school year, did instructors have **opportunity to participate** in professional development activities financed by the institution?	
		Yes/No
	If **YES**, was a portion of this through in-house training?	
	If **YES**, what kinds of **professional development** opportunities did the institution make available to instructors?	

Table. Autonomy to recruit instructors	
Yes	1
Yes, part-time or contract instructors only	2
Yes, but only by following government criteria	3
No	4

Table. Recruitment of instructors determined		
National education authority		1
Sub-national education authority		2
Local education authority		3
Other (specify)		4

Table. Evaluate the performance of instructors	
Yes, annually	1
Yes, occasionally	2
No	3

Table. Importance	
Critically important	1
Important	2
Not important	3

Table. Opportunity to participate	
Yes, all of them	1
Yes, some	2
No	3

Table. Professional development		
Peer mentoring program		1
Participation in conferences or forums (1-2 days)		2
Participation in courses (1-2 weeks)		3
Participation in industry-led, hands-on training (1-2 weeks)		4
Participation in research assignments		5
Other (specify)		6

ACTION 8: TO PREPARE STUDENTS FOR THE WORLD OF WORK

		Yes/No
75	Does the institution have a formal or informal relationship with any external institution?	
76	If **YES,** with which of the following types of institutions?	**Yes/No**
	1. Public institution	
	2. Private company	
	3. Non-governmental organization	
	4. Other (specify)	
77	If **YES,** what is the purpose of these relationships?	**Yes/No**
	1. To set internships or apprenticeships for students	
	2. To find training opportunities for instructors	
	3. To request donation of equipment and supplies to the institution	
	4. To establish collaboration on industry-commissioned projects	
	5. To request donation of expert time for curriculum development	
	6. To find potential job placement for students	
	7. Other (specify)	
78	In developing your interaction with employers, **how important** is creating R&D projects?	
		Yes/No
	If **2,3 or 4**, please specify if your institution currently has R&D agreements with firms	
	If **YES**, what amount of your current total revenue is from these agreements? (please express in LCU or % of total revenue)	**LCU**
		%

Table. Importance				
Not important	1		Very important	3
Slightly important	2		Critical	4

		Yes/No
79	Are students expected to **participate in** some form of internship or apprenticeship?	
80	Thinking about the program with highest enrollment this year, what is the percentage of students who participated in an internship or apprenticeship?	%
	What % of those who participated in an internship or apprenticeship were female students?	%
81	What is the **average length** of internship or apprenticeship commitments?	
82	Does the institution help students **find opportunities** for internships or apprenticeships?	
83	Does your institution have an employment center?	

Table. Participate in internship or apprenticeship	
Yes, internship or apprenticeship is mandatory for all training programs	1
Yes, internship or apprenticeship is mandatory for some training programs	2
Yes, although is not mandatory for any program	3
No	4

Table. Average Length		
Students do not engage in internship or apprenticeship commitments		1
It varies in every case		2
Less than a quarter of the duration of the program		3
At least one quarter of the duration of the program (e.g. 6 months for a two-		4
Half of the duration of the program		5
More than half of the duration of the program		6
Other (specify)		

Table. Find opportunities	
Yes, in most cases	1
Yes, in some cases	2
No	3

		Yes/No
84	Does the institution **assess the performance** of students who participate in internships or apprenticeships?	
		Yes/No
85	In the most recently completed school year, did the institution provide career counselling to trainees?	
86	If **YES**, does the institution have **career counselors** among staff?	
	If **YES**, specify if your institution provided the following type of career counselling:	Yes/No
	1. Orientation session at enrollment	
	2. Coaching sessions on professional development led by instructors/teachers	
	3. Mentoring sessions with alumni	
	4. Dedicated career counselor available at the institution	
	5. Career center available in institution channeling employers' hiring requests	
	6. Recruitment sessions with employers	
	7. Other (specify)	
87	If **YES,** in the most recently completed school year, what **percentage** of students used career counselling services offered by the institution?	%
	In your opinion, how would you compare the **use** of career counselling **by student gender**?	

Table. Assess the performance	
Yes, formally (i.e. through evaluation forms or surveys for all employers)	1
Yes, informally (e.g. through sporadic conversations with some employers)	2
No	3

Table. Career Counselors	
Yes, one part-time counselor	1
Yes, one full-time counselor	2
Yes, two or more part-time and/or full-time counselors	3
No	4

Table. Percentage	
Less than 25%	1
Between 25% and 50%	2
More than 50%	3

Table. Use by student gender	
Female students use it more	1
Male students use it more	2
All students use it more or less the same	3

IV: Institutional Values and Perspective

88	Please indicate your agreement or disagreement with each of the following statements:	
	Defining performance targets can improve the performance of training institutions	
	Training institutions should be concerned about the skills that students need, not the skills that employers need	
	The more a training institution engages with government authorities, the more likely the institution will run into problems	
	It is a good practice to ensure that an external party audits the institution's financial statements	
	Competency standards overburden instructors and do not affect what or how students learn	
	Apprenticeships and internships overburden and distract students	
	Information on institutional performance should be available to anybody interested	
	It is not the mandate of training institutions to engage with businesses	
	Collecting information is essential to improve the performance of training institutions	

Table. Agree/Disagree			
Strongly disagree	1	Somewhat agree	3
Somewhat disagree	2	Completely agree	4

89	What are the 3 most important factors that contribute to the success of your institution in generating graduates that are easily employed or are able to pursue further education opportunities?					
	Only probe. Code "1" for all that apply, otherwise leave blank. ***Do NOT choose more than 3 options!***					
	Having an Employment Center			Having adequate funding		
	Provision of internships and apprenticeships			Having functional tools and equipment for workshops		
	Having teachers with right competencies			Having the right balance between theory and practice classes		
	Having career counselors available to students			Other (specify)		
90	What are the 3 areas that your institution needs to improve upon so that your students can receive a higher quality of education?					
	Only probe. Code "1" for all that apply, otherwise leave blank. ***Do NOT choose more than 3 options!***					
	Recruit teachers with better competencies			Have greater autonomy on budget matters		
	Get new(er) tools and equipment			Improve access to internships and/or apprenticeships		
	Improve infrastructure			Improve testing standards		
	Have greater autonomy on curriculum development			Other (specify)		
91	What are the main constraints that you encounter in implementing these improvements?					
	Only probe. Code "1" for all that apply, otherwise leave blank.					
	Cannot find teachers with adequate competencies			Lack of organization within institution		
	Teachers are too demanding in terms of salary requests			Lack of proper infrastructure		
	Too many government regulations			Other (specify)		
	Budget constraints (specify)					

V: Enumerator Observations

COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

What were the general conditions of bathrooms? (*see Table 1)*	
What were the general conditions of facilities? (*see Table 1)*	
Were there enough chairs and desks in classrooms for all students? (*see Table2)*	
Was there adequate lighting in classrooms and workshops? (*see Table 2)*	

Table 1	
Clean, with adequate lighting	1
Clean, with dim/no lighting	2
Somewhat clean, with adequate lighting	3
Somewhat clean, with dim/no lighting	4
Dirty, with adequate lighting	5
Dirty, with dim/no lighting	6
I did not have a chance to make an accurate observation	7

Table 2	
Yes	1
No	2
It appeared so from the class rooms I was able to observe	3
I did not have a chance to make an accurate observation	4

I perceive the answers to questions regarding **basic information on the institution and conditions of the facilities** to be (*See table 1 below*):	
The answers to questions regarding **figures** (*See table 2 below*):	
This **questionnaire** was completed in (*See table 3 below*):	

1. Basic information/conditions	
Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

2. Figures	
Are taken directly from establishments' records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

3. Questionnaire	
One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several interviews	3

Interviewer comments:

Comment