



Training Courses

Quality Assurance Policy

St Peter's School Commercial Company 2016 Limited

Introduction

St Peter's School Commercial Company takes the quality of courses and services offered to our customers very seriously and will continually strive for the highest standards. This will be achieved via a programme of Quality Assurance (QA).

The objectives of the Quality Assurance programme are:

- a) To maintain an effective QA programme which identifies the requirements of the relevant Awarding Body's and checks compliance with their required standards.
- b) To achieve and maintain a level of quality which enhances St Peter's School reputation with customers.
- c) To ensure compliance with relevant statutory policies especially those in relation to Health and Safety and Safeguarding.
- d) To endeavour, at all times, to maximise customer satisfaction with the services provided by the Company.

Centre's responsibility

It is the Centre's responsibility to provide, or ensure is provided, suitable accommodation and facilities to allow training to be delivered.

It is the trainers responsibility to provide, or ensure is provided, suitable equipment, hand-outs and other items required for effective training.

All members of staff working for St Peter's School Commercial Company and all trainers / coaches / lecturers and others employed to deliver or assist in any training provided for and by the Company must abide by the Quality Assurance Policy.

Audit, Evaluation and Review

St Peter's School values our high quality of training provided by our employed and self-employed instructors. A high standard of training is important to ensure trainee(s) successfully obtain qualifications and enjoy their training sessions. All courses and instructors / trainers will be;

- Assessed and monitored on a regular basis.
- Feedback sought from all trainees.
- Toolbox talks to discuss changes and ideas.
- Evidence of monitoring and shortfalls/changes will be recorded in the trainer's records for auditing both internally and externally.

All courses and trainers conducting any courses will be assessed / monitored by St Peter's School IQA, Jean Illingworth or the Lettings Officer, Rebecca Lee-Burnsall

For St Peter's School auditing schedule please see Appendix one

Appointment of Trainers, Coaches and Associates

Trainers, coaches and associates employed are selected on their ability to meet the requirements of the training programme. A list of approved trainers and associates is maintained which is compiled on the following criteria:-

- a) Previous performance in working on similar projects and requirements.
- b) Qualifications which conform to the relevant client or awarding body specification and requirements.
- c) Evaluation of performance on behalf of St Peter's School
- d) Current DBS

Quality assurance of new trainers

All new trainers will be subject to mentoring and regular assessments of their ability. This will be carried out by our Lead Trainer, Lettings Officer, and or our IQA the Health & Safety Coordinator.

The procedure is as follows:

- New / upgrading trainer will receive a School employee induction with the Lettings Officer and / or the Health & Safety Coordinator. This covers health & safety, safeguarding, data protection, tour of School facilities and a summary of School values.
- The new trainer will then spend time with the lead trainer and / or the School's IQA to discuss the rules, requirements and procedures of how St Peter's School training courses are conducted and paperwork is dealt with.
- The new trainer will then work alongside the lead trainer conducting the same training sessions until the lead trainer feels that the new trainer is fully competent.
- The first session taught by the new instructor will be monitored by the IQA and if they feel the training met all the regulations and was successful in its aims set by the School, then the trainer will be authorised to conduct sessions by themselves.

Appendix one – St Peter’s School Auditing Schedule

Audit	Who	Frequency	Follow up / action
Trainers session Assessment / Examinations	IQA	<p>All sessions will be assessed on a traffic light risk assessment system.</p> <p>New Trainers will start as red, which will mean that every session is observed for minimum of 1.5hrs, and every examination paper remarked.</p> <p>Once a trainer is changed to amber, 1 in 3 courses will be evaluated.</p> <p>At green 1 in 5 courses will be evaluated</p>	<p>A summary will be written by the IQA and given to the trainer with any improvements made clear to the trainer and deadline for these to be met. If there are major issue that would be equal to the company not meeting requirements or rules set out by the accrediting body / organisation, the trainer remains on red, and may be suspended from training until further competence can be demonstrated. The Trainer will not drop to amber until quality of training and examination marking is satisfactory with only minor issues. The trainer will only move to green once all elements are completely satisfactory.</p>
Delegate feedback forms	Lettings Officer	<p>On every course run. Any negative feedback will also be passed to the IQA.</p>	<p>If the performance from a trainer is rated as poor or very poor by over 25% of the group in one training session, the Lettings Officer will review the training with the trainer and others at the School if necessary and agree any necessary improvements. The trainer will then be monitored during their next training course by our IQA to ensure these improvements are met.</p> <p>If poor feedback is given with regards to the facilities, training course material and / or ICT equipment. The necessary changes will be carried out i.e. use a different training room, contact the Awarding Body with regards to the material and / or liaise with our IT department. Review for improvement at the next course</p>
Written Evaluation	Trainer	<p>On every course run</p>	<p>All trainers are required to undertake written evaluation at the end of each training course and provide a copy to the Lettings Officer. Evaluation should cover the quality of training, trainee’s satisfaction and also suitability of the facilities. This will be kept on file in case of any complaints made by a trainee at a later stage.</p>

Records

Records will be kept of all evaluation of course content, delegate feedback and internal assessments of trainers.

The records will be kept in either the course files or the individual trainers file. Any improvements required will also be recorded and a record of the follow up assessment or check to ensure this has been met will also be added to their file.