



Way2Work

Way2Work's Process for assessing the quality of training

Way2Work use many processes to assess the quality of our apprenticeship training. This includes but is not limited to:

- Internal Quality Assurance
- Peer and IQA observations of teaching, learning and assessment
- Standardisation meetings
- A range of KPI's linked to organisational outcomes and quality improvement
- External accreditation by the Matrix Standard and Ofsted inspections
- Monthly supervision meetings with staff to check KPI targets and progress
- Annual appraisals linked to the corporate Professional Development Scheme
- External Quality Assurance visits from awarding bodies
- Annual learner and employer feedback surveys
- Post course learner and employer feedback forms
- Fortnightly team meetings with individual learner checking
- Scrutiny and governance of training by an internal audit committee
- Close monitoring of QAR
- Annual Self-Assessment report
- Centre Appeals Procedure
- Quality Improvement Plan

Feedback from employers and learners is always responded to immediately. Once received the appropriate member of staff addresses the feedback face to face, via email or by telephone depending upon the nature of the feedback being provided.

Continuous improvement of training is maintained through monthly supervision meetings, and the Professional Development Scheme.

Underperformance of training is addressed continuously through formal and informal conversations with staff and managers. However, formal monthly supervision meetings are primarily used to highlight any concerns about underperformance to create action plans and/or provide continuous support where required.

Outcomes are provided in terms of Key Performance Indicators. The Quality Improvement Plan and Self-Assessment report determines KPI's for staff and the service in general. Performance against set KPI's is carried out at monthly supervision meetings and during fortnightly team meetings.

Last updated April 2019