Quality Assurance Policy

1. Introduction

Jill Webb Training (JWT) strives to offer a high quality training experience on all occasions. This Quality Assurance Policy (QAP) outlines the belief and commitment of JWT to ensure that on-going quality improvement is an integral part of our organisation. JWT will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards.

2. Purpose

The purpose of the QAP is to ensure continuous improvement through a process of self-evaluation and action planning. The QAP and related procedures will involve all those Associates who work on behalf of JWT.

The aim of this Policy is to encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims.

3. Implementation

The quality assurance procedures will be founded in a process which starts with the issue of high quality joining instructions for courses where possible. These outline expectations of learners and what leaners can expect from JWT.

A sample of these are found in Appendix A.

During the course, learners are encouraged to provide informal feedback at any time. At the end of the course, learners are issued with an Evaluation Form (sample shown at Appendix B). These are collated and reviewed for each course. An example of this can be found in Appendix C.

Wherever appropriate, the quality procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

4. Assessment

Where a course contains formal assessment, JWT is committed to ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external awarding organisations are in place.

Full details can found in the Fair Assessment Policy.

5. Procedures

When external Consultants/Associates are used, the following quality assurance processes will take place:

When?	What?
Initial QA Checks	All Consultants who carry out training will hold an adult teaching qualification and basic safeguarding training. They will have the qualifications and experience to deliver the training identified. Where the courses delivered involve assessment, Consultants will hold a qualification in assessment. Appendix D sets out qualification requirements for different courses.
On-going Checks	Consultants will be required to demonstrate a level of CPD appropriate to the course they deliver.
Feedback	All feedback forms will be overviewed by Jill Webb. Associates are observed when training on a regular basis – usually at least annually.
Use of Feedback	Feedback from courses, observations and internal verification, as appropriate, will be used to identify any future learning needs.
Internal Verification	Internal Verifiers will hold a teaching qualification, an Internal Verifier qualification or be suitably experienced in assessing the qualification delivered.

6. More details of Internal Quality Assurance procedures can be found in the Internal Quality Assurance Policy.

This Policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.

This Policy was reviewed and updated in August 2024.

APPENDIX A
Sample Joining Instructions

COURSE TITLE - COURSE DATE

JOINING INSTRUCTIONS

A bit about the course	Dates and times of all sessions Any expectation for work between sessions Who is tutoring and what experience do they have? Who is the course for? If accredited or certified, who by and at what level? How is the course assessed? Attendance requirements Any additional information – example below: *The course is continuously assessed so you need to be present for the whole course.* *I aim to make the course as interactive and interesting as possible and hope that you will enjoy the chance to contribute and share your experiences It is a practical course so you will be having a go at CPR using a manikin. Participants are expected to be physically fit enough to kneel, twist, and bend, to sit on the floor, to perform action such as CPR on a manikin, roll or be rolled*.
A bit about the venue and practicalities	How to find the venue and parking Any health and safety issues to be aware of Refreshments
What you need to bring	Do they need to bring ID? Suitable clothing and footwear dependent on course For First Aid course no make up due to use of manikins Bring a pen and paper Will they get a course book or portfolio? Anything else they need to bring?
What you need to do before the course	Any pre course task Request to inform us about additional needs/reasonable adjustments Any potential emotional impact eg safeguarding or first aid Use of phones – let others know you are on a course
Any additional information	

_____ _____

Signed by Trainer Contact Details

APPENDIX B
Evaluation Form

Please complete the evaluation form for today's training session.
Your feedback is invaluable as we are committed to continual improvement and your suggestions will be welcome – thank you!

Course Title:	**Your Name:**
Course Completion Date:	
Your registration provides us with you contact details, may we use these to contact you about future courses along with a reminder of when your qualification is due for renewal?	**Yes /No** (Please circle as appropriate)

Please respond to the following statements by using the 5 point rating system to indicate the extent to which you agree or disagree with each statement – please circle the number that applies

	5 being excellent and 1 being poor					**Please add any other comments you would like to make**
How would you rate the training overall?	**1**	**2**	**3**	**4**	**5**	
I found the trainer to be approachable	**1**	**2**	**3**	**4**	**5**	
I found the trainer to be knowledgeable	**1**	**2**	**3**	**4**	**5**	
The resources/handouts supplied were relevant	**1**	**2**	**3**	**4**	**5**	
There was appropriate equipment for the course	**1**	**2**	**3**	**4**	**5**	
The assessment methods and what to do if I am not happy were explained	**1**	**2**	**3**	**4**	**5**	
The information I received before the course was useful	**1**	**2**	**3**	**4**	**5**	
How far do you feel the tutor met individual training needs as part of the course?	**1**	**2**	**3**	**4**	**5**	
At the start of the session, the course was clearly explained to me	**1**	**2**	**3**	**4**	**5**	

We would like to take this opportunity to ask you about any other training needs you may have.
We have listed some ideas below, please let us know which may be of interest to you.

	Please tick here if you would be interested and add any comments
Safeguarding Training	
First aid training for adults and/or children	
Any other training requirements I can help you with	

We would like to share your feedback via social media and our website, therefore if you are happy for us to do so, please add your comments below (please note, your forename only will be used).

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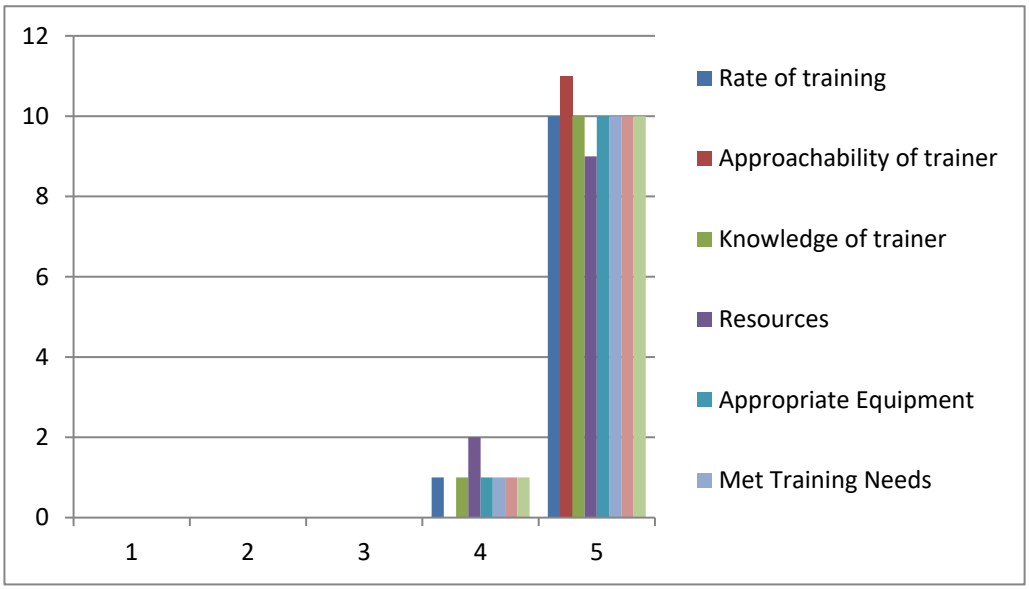
APPENDIX C
Sample Evaluation Feedback Report

Total Number of Attendees	11
Number of Attendees submitting Evaluation Forms	11
Rating of the Overall Training	90%
Approachability of the Trainer	100%
Knowledgeability of the Trainer	90%
Rating of the Resources/Handouts	80%
Appropriate Equipment Availability	90%
Were the individual training needs met?	90%
Clear Explanation of the course	90%
Quality of the venue	90%



Comments or Feedback Received

Very thought provoking

Was fun and learned new things

Very thought provoking, can use to deliver better outcomes and help to understand people better

Fab training as always - thank you

Excellent training. Would like to "break it down" into a small aspect and do a similar activity with other members of the team

Really informative, very friendly and approachable and really visual resources

Enjoyed the course and made me consider the team

Really enjoyed this training, active and person centered, all beliefs and individuals were treat well and respected

Great training and was varied and practical - thank you

Found the trainer to be approachable - as always

Fab day Jill, thank you. Really useful and provided to be a knowledgeable day

APPENDIX D

Qualifications Matrix Requirements For Associates

COURSE	JILL WEBB TRAINING REQUIREMENTS
To deliver any course	*Level 3 certificate in Education and Training or equivalent*
To deliver virtual training	Any relevant experience on appropriate platform
To assess any course	L3 Assessor Qualification
Workplace Compliance Courses	
Emergency First Aid at Work Level 3	Current Level 3 First Aid at Work certificate
Full First Aid at Work Level 3 (and refresher courses)	
Paediatric First Aid (PFA) Level 3	Current Level 3 First Aid at Work certificate Experience of working children aged up to 18
Food Safety Level 2	Food Safety Level 2 and relevant experience
Allergens Awareness and Notifiable Diseases	As the Food Safety plus the appropriate CPD
Essential First Aid Skills	Current Level 3 First Aid at Work certificate
Health and Safety courses	Basic courses only offered which require occupational knowledge
Bespoke First Aid courses	Current Level 3 First Aid at Work certificate Relevant experience for course offered
Safeguarding Courses	
Introduction to Safeguarding	Current Level 2 Safeguarding course or equivalent Practical experience
Safeguarding Level 2 CPD Accredited	Current Level 3 Safeguarding course or equivalent Practical experience
Advanced Safeguarding Level 3 CPD Accreditation	Current Level 3 Safeguarding course or equivalent supported by appropriate training and experience Practical experience
Designated Safeguarding Lead	Current Level 3 Safeguarding course or equivalent Specific training Practical experience
Managing allegations against staff and volunteers	Current Level 3 Safeguarding course or equivalent Practical experience
Prevent and Radicalisation	Current Level 2 Safeguarding course or equivalent Specific Prevent training
Any other Safeguarding Courses	Minimum Level 2 practical experience or equivalent and appropriate subject specific CPD evidenced

Training for Parents and Staff	
- Behaviour Management - Child Development, Social and Emotional Development in Children - Parenting Skills, Parenting Teenagers - Working with Vulnerable Families - Working with Parents Levels 3 and 4 CPD Certified - Working in Childcare Level 2 CPD Certified - E-safety and the use of Social Media - Working with children with additional needs including ADHD and Autism - Attachment - Resilience and Self Esteem - Bullying - Suicide and Self Harm - Divorce and Separation - Transitions, Loss and Bereavement - Confidence Building - Virtual Training	For these courses tutors are required to demonstrate: - Relevant qualification - Occupational competence This is assessed on a case by case basis
Leadership and Management	
Team development through the Team Management Profile www.tmsdi.com with individuals or full teams	TMP accredited facilitator Evidence of management training Management experience
One to one support for Managers and Leaders including mentoring and supervision	Evidence of management training Management experience
Range of management training: • First steps in management • Policies and procedures in practice • Effective supervision • Change management • Team building • Communicating effectively • Managing conflict and challenging situations	For these courses tutors are required to demonstrate: - Relevant qualification - Occupational competence This is assessed on a case by case basis