



Quality Assurance Policy

1. ADMINISTRATION

1.1. Pre Course Administration

- 1.1.1. Good Skills Training Ltd will register all bookings on the bookings database and send confirmation of booking, including course venue, times and dates.
- 1.1.2. When booking instructors Good Skills Training Ltd will send the instructor a booking confirmation with course details for the instructor.
- 1.1.3. A course information sheet will, wherever possible, be sent to the instructor 1 week prior to the course. This sheet will have the course code, course type, venue, dates and times along with a list of delegates, wherever known.
- 1.1.4. For in-house courses, the course sheet will also have venue contact details. The venue contact will also be contacted at least 1 week prior to the course just to confirm that everything is still okay.
- 1.1.5. Course packs will be sent to the instructor unless otherwise arranged, this will, wherever possible, be done at least 1 week prior to the course start date.

1.2. Post Course Administration

- 1.2.1. Where appropriate, Good Skills Training Ltd will send examination papers, by recorded delivery, to the governing body to be marked.
- 1.2.2. Good Skills Training Ltd will record the results of any qualifications and this will be stored, electronically with attendance details and course evaluation information.
- 1.2.3. Good Skills Training Ltd will inform any delegates at least 2 months prior to any Requalification date.

2. TRAINING CONTENT & DELIVERY

2.1. Monitoring Assessments

- 2.1.1. All trainers will be subject to an initial supervision assessment to ensure that Good Skills Training Ltd requirements are met.
- 2.1.2. Trainers will also be subject to other supervisions as and when Good Skills Training Ltd sees fit.
- 2.1.3. All trainers will be given a copy of the monitoring assessment along with any action plan to assist in the development of the trainer.



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- 2.1.4. Any trainers that are found not to be up to the standards as required by Good Skills Training Ltd will be required to have another assessment within 1 month of the original assessment. Good Skills Training Ltd will offer this trainer support to help develop their skills wherever possible.
- 2.1.5. If it is found that a trainer does not have the necessary skills or are not meeting the expectations of Good Skills Training Ltd, then they will no longer be used by Good Skills Training Ltd as a sub contracted trainer.

2.2. Evaluation Forms

- 2.2.1. Good Skills Training Ltd give evaluation forms for all delegates to evaluate the course trainer, content, venue and administration where appropriate.
- 2.2.2. Good Skills Training Ltd review all of these evaluation forms and take any appropriate action, i.e review training centres or rooms where viewed to be inappropriate, monitor or question trainers, review training programs and administration procedures to ensure that we continue to provide the service we feel people deserve.
- 2.2.3. Good Skills Training Ltd also give an evaluation form to trainers to ask for their views on the training room, the course content and also the delegates on the course so that we have a view from our front line staff on how our courses are being run.

2.3. Complaints Procedure

- 2.3.1. Our complaints procedures detail the action to be taken should anyone be dissatisfied with Good Skills Training Ltd, including the quality of our training content, provision or administration.



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