



# **PROCESS FOR EVALUATING QUALITY OF TRAINING AND OUTCOMES**

## **FOR APPRENTICESHIPS**

### **1. Policy Statement**

The Management of O.S.A.T Limited (O.S.A.T.) are committed to ensuring that all Candidates and Apprentices experience High Quality training. In a sub-contractor role, O.S.A.T. Limited is fully compliant with the processes and practices of our lead funder which, is supported by our own high quality systems and practices.

Overall assessment of Apprenticeship and stand-alone training provision falls within the quality and assurance of teaching and learning, and is fully compliant with the requirements of OfSTED and is based on a process of continual improvement and assessment of performance against O.S.A.T. and lead providers KPIs.

Evaluating quality of training and outcomes is under the guidance of O.S.A.T. quality improvement team to ensure an objective and impartial review is carried out and compliance with OFSTED requirements.

The policy will be made available to all staff, employer, apprentices and candidates. It will be annually reviewed and updated to reflect any changed circumstances if required, but in any case formally republished every three years. Any revision will be brought to the attention of employees and stakeholders.

#### **1.1 Special requirements when working with apprentices**

O.S.A.T Limited works primarily in a sub-contract relationship with lead providers both FE Colleges and independent training providers (ITP's). Apprentices and host employers will be subject to the 'Evaluation of Training & Outcomes policy' of the funding lead. O.S.A.T Limited will ensure that all apprentices and employers are given access to these documents.

### **2. Methodology**

O.S.A.T. Limited is passionate about delivering high quality and excellence in Apprenticeships. We do this through a process of continual improvement, measuring quality and effectiveness of provision and overall responsiveness to learners, employers and stakeholders (funding partner's e.g. Lead contract holders, ESFA and ITP's). O.S.A.T adopts a Total Quality Management Approach to Apprenticeship delivery.

### **3. Assessing Performance in Apprenticeship Delivery**

O.S.A.T. Limited will carry out regular self-assessment to identify and address any under-performance in Apprenticeship delivery of training through utilising lead funder feed-back, where relevant and having robust Management Information systems. The management team of O.S.A.T review performance on at least monthly and is subject to a formal review with lead providers management team and O.S.A.T. managing executive. Key Performance Indicators are generally set, against all elements of the apprentice journey.



O.S.A.T. Limited has a rigorous and robust, externally validated, self-assessment process, which measures progress in achieving / exceeding annual Key Performance indicators aimed at:

- Delivering excellence and a high-quality service for our lead funders and those with whom we interface,
- Giving confidence to ESFA, Lead Providers, Employers, Apprentices and Stakeholders,
- Meeting retention, timeliness and achievement targets in line with ILP's,
- Managing risks to delivery by effectively monitoring and managing, recorded on an actions database with progress towards completion,
- Achieving year on year improvements to minimum performance levels, on behalf of ourselves and lead funders where applicable.

To monitor and manage the effectiveness of provision in meeting the needs, priorities and maximise outcomes for learners and employers, O.S.A.T Limited, will annually issue a structured timetable for self-assessment, self-regulation, and observation activity with staff CPD. In addition, Feed-back will be sought from stakeholders and built into the continuous improvement cycle. Assessment activity includes, but is not limited to:

- Annual Self-Assessment (SAR) for ourselves and for integrating into funding lead;
- Development of annual Quality Improvement Plan (QIP) monitored quarterly, owned by the central Apprenticeship team
- Annual internal review to improve Apprenticeship assessment process
- Mock OfSTED inspection support to funding leads
- Quarterly quality reviews chaired by O.S.A.T. Managing Director
- Annual review and update of policies, procedures, systems and processes

#### **4. Responding to Feed-back From Employers and Apprentices**

O.S.A.T. Limited, responds to feed-back from lead providers, employers and apprentices in a positive way and provides feed-back on improvements made (if possible / applicable). This includes analysis of Apprentice / employer complaints, number of breaks in learning, early leaver and Past End Date learners. O.S.A.T. Limited, uses a number of structured methodologies for ensuring continuous improvement in Apprenticeship delivery. These include;

- Seeking and Responding to Feed-back from apprentices (start, 6 months & end);
- Seeking and Responding to Feed-back from employers (start, 6 months & end);
- Seeking and Responding to Feed-back from stakeholder's incl: lead contract holders where O.S.A.T. may be in an Apprenticeship sub-contract relationship.
- 8 stage Observation practices in learning:



- Recruitment to ensure informed decisions, apprentice and employer skills scans completed and inform an individual Apprenticeship programme
  - IAG at On-boarding incl: Complaints, Behaviours and British Values
  - Induction to standard and 20% off the job activities
  - Initial Assessment and Functional Skills diagnostic activity, where contracted
  - Theory teaching / master classes within O.S.A.T. or lead provider facilities o Practical and work placed observation activities
  - ILP / Progression review meetings (at least two during the life of the Apprenticeship)
  - End Point Assessment Gateway
- Peer working
  - Standardisation meetings

Feed-back to employers, lead providers (if relevant) and apprentices is managed formally through issuing responses and recording outcomes on a quality improvement database as well as informally to ensure that appropriate action is agreed by all parties.

Where appropriate, action is recorded in the apprentice's e-learning portfolio, e.g. change of assessor.

#### **4.1 Observation of the Apprentice learning journey**

O.S.A.T. Limited, believes that observation remains a fundamental activity to seek assurance that the services being delivered meet the needs of the apprentice and their employers. O.S.A.T limited, works with specialist Apprenticeship advisory bodies to observe and implement high quality Apprenticeship standard delivery, engages with End Point Assessment organisations to ensure continuous improvements for gateway readiness and continues post learning for progression activities.

#### **5. Continuous Performance Improvements in Training**

Tutors and Assessors undertake regular CPD to improve their knowledge and competence in delivering new Apprenticeship standards. Awarding bodies, End Point Assessment organisations are invited in to deliver master class sessions on new ways of working.

O.S.A.T. Limited, constantly reviews publications through the Education & Training Foundation to take advantage of improvement webinars; specialist activity linked to maths & English attainment, giving positive feed-back as examples.

O.S.A.T. Limited, holds regular employer and apprentice focus groups – hosted by assessors and technical delivery staff to obtain first-hand knowledge of how, what and why improvements are required to maintain and exceed quality targets.

#### **6. Identification and Addressing any Under-Performance of Training**

Under performance issues are addressed immediately. These are identified through a robust management information recording system, (not exhaustive):



- Learner / Employer complaints / negative feed-back
- Failure to meet targets for retention, achievement, and timeliness
- Increases in early leavers or unreasonable requests for breaks in learning

Addressing under-performance is a cross curriculum area activity. Team and Individual corrective action plans are put in place with C-SMART objectives to implement improvements in training performance. Additional training and support is given through internal curriculum leads or IQAs. This practice has resulted in significant improvements in attainment levels.

O.S.A.T. Limited, delivers apprenticeship standards and in line with our culture and high-quality ethos understands the need to address apprenticeship reforms, in a flexible meaningful way that meets the needs of apprentices and employers. In order to learn and implement new ways of working and to eliminate underperformance, we work with trailblazers, Institute of Apprenticeships, The Quality Assurance Agency and End Point Assessment organisations to seek out best practice and adopt it in CPD of our staff.

This policy aims to ensure that O.S.A.T Ltd is to ensure candidates and apprentices receive a high-quality training experience.

## **7. Who should be aware of this policy?**

7.1 All Management, staff, candidates, apprentices, and contractors.

7.2 Staff will receive information about this Policy through induction, the staff handbook, and the company IT system.

## **8. Policy Distribution and Communication**

This policy will be published to lead providers and, on the staff, and student intranets, referred to in the staff and student handbooks and a paper copy placed in the Directors administrative office.

<b>Review Frequency</b>	Annually
<b>Date policy approved and adopted</b>	June 2017
<b>Policy agreed by</b>	Directors
<b>Date policy published</b>	June 2017
<b>Next review date</b>	January 2024