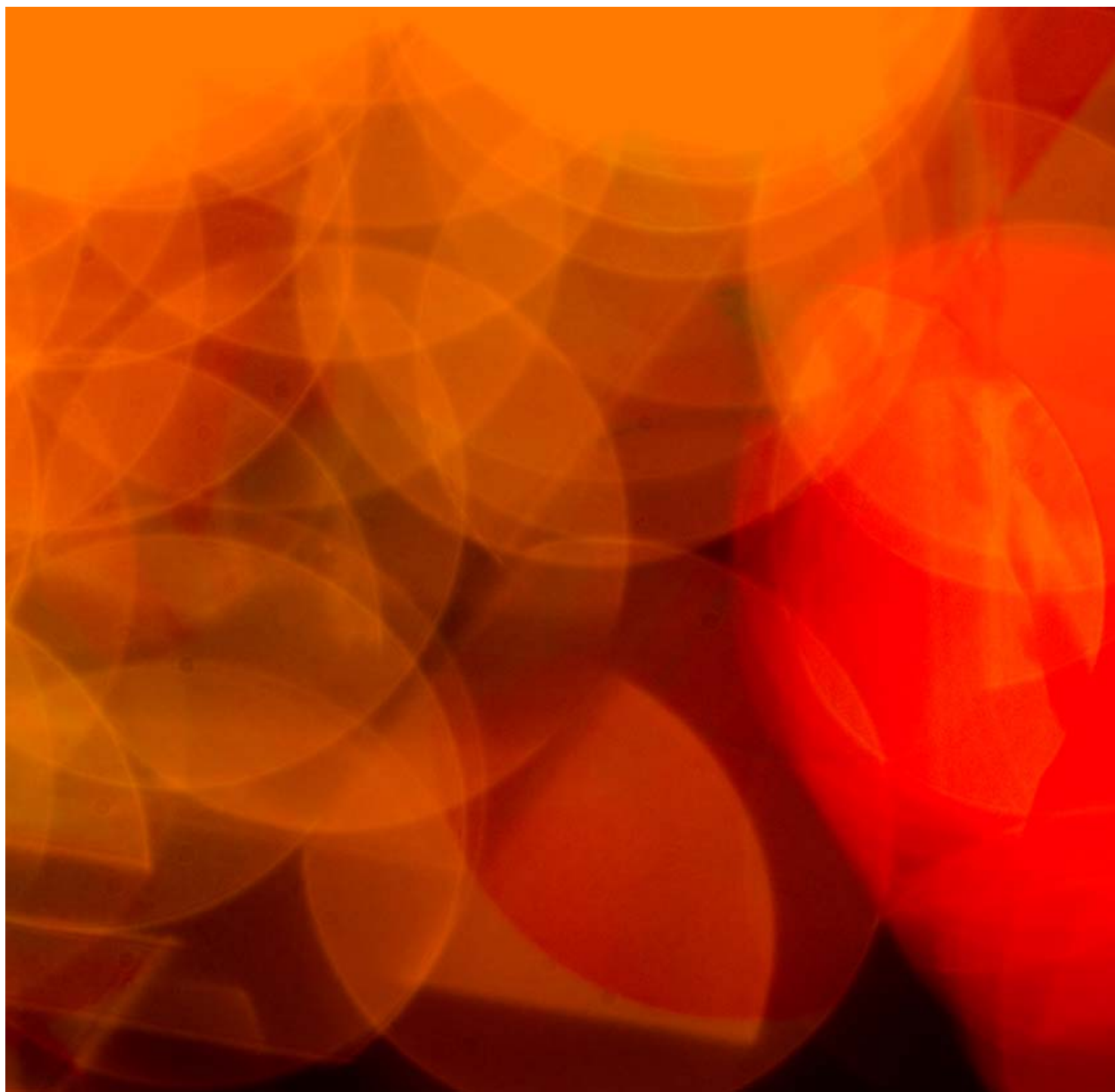


Training Quality Standard Part B

Section 1: Your readiness checklist



Getting ready for Training Quality Standard Part B: a step-by-step guide for healthcare training providers

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1. Introduction

This Training Quality Standard (TQS) guide has been written for training providers of all sizes that are working with the health sector and are:

- considering certification with reference to Part B of the Training Quality Standard (Health) and/or
- preparing a submission for Training Quality Standard assessment.

A set of three resources

This readiness checklist is the first part of a three-part suite of resources produced to help training providers achieve TQS Part B certification of excellence in health.

The three parts are:

- **A readiness checklist** – designed to enable a training provider to compare their systems and processes against the TQS Part B requirements. It can be used as a quick ‘first check’ and as an ‘audit tool’ to ensure that all the required systems and processes have been implemented before the submission of a Part B application.
- **TQS Part B explained** – whether you are just starting out on your TQS Part B journey, or are well on your way, this guide is designed to help steer you through the practicalities before making an application.
- **TQS activities to help you prepare for your TQS Part B application** – designed to assist training providers to gather appropriate evidence for a high-quality TQS Part B submission.

The **readiness checklist** is about getting a ‘temperature’ test of how you match up against the TQS indicators. As you explore the requirements of each indicator, you should be able to identify evidence of where you are already demonstrating good practice in working with employers to deliver health training, as well as highlighting areas where there may be work to be done.

When conducting this review try to get into the habit of noting anything you might want to refer to later as an example of how you meet an aspect of the TQS. You may benefit from reflecting on each question and the related indicator, and asking yourselves:

- How well are we doing?
- What are our priority areas for attention?
- Who needs to do what, by when and with what resources?
- What can we show to an assessor as part of a verification visit?

When considering whether you are ready to make an application, you will need to refer first to the Eligibility document on the TQS website www.trainingqualitystandard.co.uk which has details of the requirements, eligibility criteria and special conditions. This website also contains a range of support that can help you decide whether to apply and if you do, how to approach it.

Remember, certification under the standard is tough! Only about one-third of the test phase providers were assessed at, or above, the level required to be successful. Although Training Quality Standard went 'live' in the summer of 2007, only 26 out of the 43 initial applicant organisations had achieved certification by the end of 2007. Furthermore, feedback documentation and 'scores' for most of the certified providers that made up the research sample show that despite the high quality of these providers, most Part A and Part B scores did not significantly exceed the Centre for Enterprise (CFE) pass level of 550 points per 1000.

At the time of writing this publication (March 2009), one provider in the health sector has been successful.

2. What is the Training Quality Standard?

The Training Quality Standard is ‘an assessment framework designed to recognise and celebrate the best organisations delivering training and development solutions to employers’ (Introducing the Training Quality Standard CFE/LSC July 2008).

The Training Quality Standard deals with how training provider organisations develop and manage successful customer relationships with employers, as well as how they ensure that the content of the training solutions they deliver achieves the necessary quality to back up those relationships.

The Training Quality Standard aims to assess and, where appropriate, to certificate training providers with reference to two broad issues:

- their responsiveness to employers’ needs
- their expertise in particular industry sectors.

These concepts are set out in a practical framework of criteria and indicators that focus on two linked but ultimately very different delivery competencies:

- responding to the needs of employers as individual customers, which is covered in Part A of the Training Quality Standard
- developing and deploying products to address particular sector needs, which is covered in Part B of the Training Quality Standard.

3. Using the readiness checklist

The questions in this guide are designed to establish whether or not you have the processes and the subsequent outcome evidence that indicate the sector-expert employer-training provision expected by the Training Quality Standard Part B.

They are for your organisation's use only so to make the best use of them please answer them honestly. You should adopt a position that until you can answer a question 100% 'yes', your answer should be 'no'!

You should also be aware that TQS assessment is concerned with processes or approaches as much as outcomes. Rigorous links between **strategy, approaches and results** are important for all aspects of work with the Training Quality Standard. This should be a major factor when considering readiness to apply!

So, let's get started with a key question...

Key question

Have you been delivering training and development solutions* to employers

- a) for over 12 months? Yes No
b) for over 3 years? Yes No

If you answered 'no' to part a) of this key question, even if you continue to answer yes to most of the other questions, you should consider whether your sector processes have been established long enough to provide the level of outcome evidence required by a high-quality TQS Part B application.

*Training and development solutions will be designed specifically to meet the needs of employers. They may include apprenticeship frameworks, work-based NVQ programmes designed to meet the needs of the workforce, industrial statutory and mandatory courses and bespoke programmes designed specifically to meet the needs of one or more employers or employees. Importantly, a training and development solution will have been developed in consultation with one or more employers and should take into account the sector and specific business needs of the employer **and** measure the business impact on them.

Readiness questions	Part B Application reference
1. Do you have a formal 'employer-focused' strategy, specifically for your 'area of operation' (i.e. the health sector)? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 B.0.3
2. Can you show a clear link between your organisational employer strategy and your health-sector employer strategy? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 A.0.1
3. Do you have dialogue with all or most of the main sector stakeholders, e.g. Skills for Health (Sector Skills Council), Strategic Health Authority, Skills Academy, Regional Skills for Health forums, Learning and Skills Council, Regional Development Agencies, employer groups, professional organisations, awarding bodies, etc? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 B.0.3 B.1.2
4. Do you analyse the outcome of employer consultation and use the results to: a) Inform and/or develop your sector strategy? Yes <input type="checkbox"/> No <input type="checkbox"/> b) Inform your development planning? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 B.0.3 B.2.1
5. Do you set specific, measurable, achievable, realistic and time-related (SMART) strategic performance objectives for health employer activities? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.3
6. Do you systematically review performance against these objectives? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1
7. Do you have evidence that you understand the market in which you operate, e.g. the outcome of a review of national, regional and local labour market intelligence (LMI), Sector Skills Agreement or the Joint Investment Framework (JIF) for the health sector? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.2
8. Do you regularly and formally consult and engage your employers and other stakeholders in the decision-making and development regarding the training solutions you offer? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1
9. Do you have evidence that you understand the business needs of your employers, established through research and stakeholder and employer consultation? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1 B.1.2
10. Do you have established processes for determining the training needs of the employers and stakeholders in the health sector? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1 B.2.2
11. Do you have established processes for identifying and measuring the business impact of your training for employers? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1 B.2.2
12. Do you have evidence that you are constantly trying to improve the range and quality of training products and services you offer to employers, e.g. a development plan or continuous improvement plan? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.1

Readiness questions	Part B Application reference
13. Do you have evidence that you are constantly trying to improve/update employer-facing staff competencies? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.2
14. Do you have evidence that you are constantly trying to improve/update relevant /sector-specific physical resources used to deliver training solutions to employers? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.3
15. Do your sector-specialist staff who negotiate with employers over training solutions work closely with business development colleagues in your organisation and with all stakeholders in the health sector? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.2
16. Do you have established processes for measuring the business impact achieved as the result of a delivering a training solution Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.1 B.2.2
17. Can you show that you have had an impact on the health sector, e.g. by addressing the priorities identified in the Sector Qualification Strategy and/or Sector Skills Agreement? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.1
18. Do you have a quality improvement system that operates directly on your health-sector training products and services? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.1 A.6
19. Can you show clear interaction between the results of your sector performance reviews and the main organisational quality improvement system? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.3 B.3.1 A.6
20. Do you have evidence of improving results or sustained good performance against your performance objectives? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1
21. Do you have evidence of improving results or sustained good performance against national sector benchmarks? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1
22. Do you have evidence to support each claim you have made about each question in this checklist? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1

4. Interpreting your responses

1. If you answered 'yes' to all, or nearly all of the questions (18 or more), including the key question, you have shown that you have most of the required processes in place. You may be able to submit a high-quality TQS Part B application quite soon.
2. If you answered 'yes' to 15 or more questions, including the key question, you have shown that you have most of the required processes in place. However, you also have some areas that need to be developed before you are able to submit a high-quality TQS Part B application.
3. If you answered 'yes' to between 10 and 15 questions, including the key question, you have shown that you have some of the required processes. However, you have quite a few areas that need to be developed before you are able to submit a high-quality TQS Part B application.
4. If you answered 'yes' to fewer than 10 questions, including the key question, you have shown that you have few of the required processes in place. Therefore, you have a large number of areas that would need to be developed before you are able to submit a high-quality TQS Part B application.

It is strongly recommended that whatever your score, you refer to the sector- specific Part B Guidance from Skills for Health. This is available on the TQS website www.trainingqualitystandard.co.uk

By focusing on this guidance you will be able to establish existing strengths and areas for further development, as well as what health-related evidence you should explore to support your application.