

## TRAINING CENTRE – QUALITY STRATEGY (LANTRA)

FENTON TM Ltd are committed to a Quality Strategy for their Training and Development Centre which incorporates the following

### **Standardisation Meetings**

Dedicated Standardisation Meetings are held twice a year (Spring & Autumn). These are separate from the regular 6 week Senior Management Meeting and have different participants. Attendees will include the Lead Internal Quality Assurer (IQA), Provider and Assessor/Instructor. Meetings are formally minuted and distributed to all parties.

### **Internal Observations**

Each Instructor/Assessor will be observed by the Provider prior to each Standardisation Meeting (i.e. at least two observations per year). The Lead IQA will set which NHSS skill will be observed.

The EQA will be invited as Observer if the Provider/Lead IQA do not hold the appropriate qualification for the skill selected. This will be arranged through LANTRA

The Quality Assurers will document the results of the observations in a report retained for record purposes. The report will review the Instructor/Assessor's performance, whether the criteria have been met, feedback from Learners and the Company Policies adhered to. Format of the reports are based upon LANTRA example Observation Reports Provider Document v7.2 Annex 5 & 6

### **Sampling Strategy**

The Provider will ensure that there is a robust sampling strategy to reflect the CPD, Risk rating and standardisation activity. For the first six months, all of the Instructor/Assessor's work will be assessed by the IQA on approved report templates. After 6 months, a minimum of 50% of the Instructor/Assessor's work will be assessed and after one year, a minimum of 10% of the Instructor/Assessor's work will be assessed by the IQA, all recorded on approved report templates. Format of the reports are based upon LANTRA example Observation Reports Provider Document v7.2 Annex 1,2, 3 & 4 and Fenton TM Sampling Records QA-REG10 & REG-11

### **Risk Rating**

The Provider will risk rate the Trainer/Assessor. The risk rating is based upon Internal Observations, CPD and paperwork review. When relevant, the rating will separate Instructors & Assessors. Format of the reports are based upon LANTRA example Observation Reports Provider Document v7.2 Annex 3 & 4

### **Continual Professional Development (CPD) Review**

Each Instructor/Assessor will maintain their CPD (Continuous Professional Development) file with the Provider. The CPD file will be logged and reviewed by the IQA at each Standardisation Meeting i.e. twice per year.

### Documentation Review

The Quality Strategy is maintained by the Compliance Manager and reviewed by the Leadership team at the Six Month Review Meetings (January & June/July)

*AR Bayford*

Signed  
Tony Bayford  
Managing Director

Date: 18<sup>th</sup> April 2023