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COMPLAINTS POLICY

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v1.1

Quality Assurance Policy

Gold Tap Training Ltd provides Health and Safety training across lots of different sectors, including, utilities, construction and engineering. We provide health and safety induction training and help companies strengthen their safety cultures as well as providing specific training in areas such as First Aid, Fire Safety and Manual Handling

Quality is important to our business because we value our customers and their experience of our services. We strive to provide our customers with products and services which meet and even exceed their expectations. Gold Tap Training Ltd are committed to ensuring continuous improvement within all aspects of our business and have established a Quality Management System and policy statement which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of learner satisfaction and ongoing improvement throughout our business:

1. Monitoring/Customer Feedback

On completion of all our courses, delegates are provided with a learner feedback form, and asked to complete the form with their honest feedback from their experience of our product and services. This form is completed via a digital platform called Coursecheck. Each course is reviewed by the office team to identify any areas of feedback which require action and reports are run monthly to review all feedback as part of our standardisation procedures.

2. Standardisation

To ensure there is effective standardisation across the business, standardisation is an agenda item at our quarterly team meetings, where we deliver key standardisation messages and enable conversations around standardisation to the team. We also provide feedback to trainers as part of our audit/observation programme which helps to ensure standardisation across the team. All standardisation matters are raised bi annually with the Centre Manager and IQA's with all actions and decisions recorded and tracked by the QDAT. (Quality Decision Action Tracker). Finally there is also an annual standardisation meeting for all stakeholders (trainers, assessors, IQA's) to discuss standardisation and ensure compliance across the team.

3. Continued Professional Development

All staff are required to maintain Continual Professional Development and this is facilitated in a number of ways:

- *Non training days: As a target all trainers are provided with 1 day per week to complete a number of non-training activities associated with their roles, this includes CPD.*
- *Agenda item at team meetings: As identified, sector and topic updates are provided at team meetings and an opportunity for discussion is provided*

- *Conference and exhibition attendance: Staff are to identify and attend any exhibitions or conferences that are relevant to their roles and are paid to attend for the purposes of CPD*
- *Social Media and news channels: Staff are required to be members of and take part in relevant groups and follow suitable news channels for the purposes of managing their CPD. This could be platforms such as LinkedIn or following groups such as the HSE, IOSH and British Red Cross.*

These provisions alongside staff recording CPD and setting development objectives as part of their annual reviews, enable staff to stay relevant, accurate and on top of change in the industry and sectors that we work.

4. Internal Processes

On notification of any changes or updates from Awarding Organisations (AO) an e mail update is provided to each relevant stakeholder (trainer, assessor) and an agenda item is added to the next team meeting. These changes are recorded in the QDAT and reviewed at the bi annual meeting between IQA and Centre Manager to ensure any assigned actions have been completed and that changes are embedded across the business.

5. Monitoring/Sampling

Quality assurance is applied through a programme of audits and observations. These allow for the effective monitoring of teaching standards and of compliance with qualification standards and criteria.

Audits – Activities that can include 121's and feedback sessions that seek to ensure effectiveness of products and services

Observations – A planned period of time observing training delivery, with feedback provided by assessor or IQA to the individual and their manager.

- *Sampling Strategy*

All trainers must undergo monitoring and sampling of their training delivery and the frequency at which these audits or observations occur will primarily be based on the experience level of the trainer. This may also be influenced by performance or other specific reasons.

Level of experience	Frequency of topics to be sampled annually
New - Up to 24 months experience	100%
Experienced – 2 to 5 years experience	50%
Very experience – 5 years experience	10%

6. IQA Roles & Responsibilities

The IQA should:



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- Ensure the delivery and assessment is in line with the qualification requirements;
- Ensure all assessment paperwork is completed accurately;
- Ensure all tutors/assessors are sampled over time;
- Support and offer development for tutors/assessors; and
- Provide an audit trail of internal quality assurance.

Gold Tap Training Ltd’s internal procedures are reviewed regularly and are communicated to all appropriate areas of the business. This is done at team meetings and issued via e mail and internal HR platform, with documents available on company internal file storage platform (Dropbox). Though the **Managing Director** has ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the company.

Signed/Position:Managing Director

Revision number and date: Version 1 - 14/04/2024

Next review date: 13/04/2025