

HYA TRAINING LTD

QUALITY IMPROVEMENT POLICY

We aim to provide a high standard of training to learners to enable them to gain the qualifications, skills and workplace experience to obtain sustained employment. In addition to providing good training resources and employing competent training staff we ensure that the standard of training remains high and continuously improves by underpinning the work we do with a set of quality improvement arrangements.

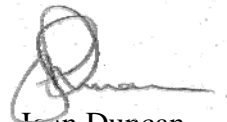
They are as follows:

- 1 We ask learners to provide feedback on the standard of training they receive at key stages including induction, during training and at the end. We analyse the results of feedback to implement improvements where they are practicable.
- 2 We ask employers to complete a questionnaire once each year to find out if they can suggest ways in which the training could be improved, based on how the learners perform in the workplace.
- 3 We have a collection of written procedures for the key training processes. These include recruitment, initial assessment, placement/employer set-up, individual development plans, progress reviews, assessment, internal verification and exit review. We internally audit the procedures to check that they are being consistently followed.
- 4 We conduct a self-assessment process every year involving all our staff. We identify our strengths and weaknesses, areas for improvement and produce an annual Self Assessment Report.
- 5 We have a master development plan that we use to manage the long-term developments based on ideas from every source. The development plan is reviewed and updated once every two months to note progress and to add new actions.
- 6 We observe each other delivering off-the-job training and suggest ways in which it could be improved.
- 7 We monitor the achievement rate of our learners in each qualification and look at the trend over the past three years. If it is not improving we try to find out why and identify actions. We also compare our achievement rates with other local training providers.

These arrangements are designed to complement each other and fit together to form a comprehensive and cost-effective quality assurance policy.



Lynn McGowan
Managing Director



Joan Duncan
Operations Director

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