

Quality Assurance Policy

Lynher Training Ltd is fully committed to meeting our customer requirements, by delivering top quality training according to current legislation, the Health and Safety Executive guidelines, Codes of Practice, and Awarding Body Guidelines including National Occupational Standards. We ensure that our quality objectives are implemented at all times, with extensive IQA procedures in place. We comply with not only our own IQA requirements, but also those of a range of Awarding Bodies, and Funding organisations. We strive to continually improve our Quality Management System. Our Policies are available on request and on our website. Lynher Training Ltd has an IQA officer who is responsible for monitoring IQA visits; collating CPD records and recording IQA information efficiently so that it is available on request at the time of external quality visits to our office.

Instructors/Assessors: We regulate and monitor the quality of the training and assessment being delivered by our instructors, most of who are registered with Lantra Awards and City & Guilds NPTC. We complete an observation of instructor/assessor performance on each instructor/assessor annually as a minimum, our SFA funding lead also completes teaching observations. We also ask instructors to undertake Peer Reviews on each other as regularly as possible. Instructors are required to undertake re-certification/ technical evaluations and attend annual updates. Instructors are required by Lantra and City & Guilds/ NPTC to have a technical audit visit every 2 years.

We 'Health and Safety Risk-rate' all of our regular assessors using a system which incorporates an industry risk (EG Forestry is High Risk), with the assessor's personal performance related risk, (only Low risk is acceptable), which for which a combined risk rating comes out as 'Medium Risk' or 'Low Risk'.

Standardisation Events: These meetings are held for all subject areas at regular intervals; usually every 6 months, or more frequently as required.

Lantra Quality Assurance system. Technical Standards Verifiers (TSVs) visits include:

Technical audit visit - the focus of this visit is on the instructor's technical skills and instructional techniques. It is carried out by a TSV with technical skills for the particular course that the instructor is delivering.

Non-technical visits - the focus of this visit is on the instructor's instructional techniques. It is carried out by a TSV who does not possess the technical skills for the particular course that the instructor is delivering.

Spot checks - the focus of this visit is to check the whether the instructor, venue, course materials, etc. are as per course booking. It is carried out by a TSV who does not possess the technical skills for the particular course that the instructor is delivering.

New instructors also receive a technical evaluation visit.

Office Administration System:

Quality assurance is monitored throughout the admin process. For example, for a technical Award course (Lantra) booking, the process involves: ensuring delivery of materials from awarding bodies are on time, producing additional course materials/ portfolios etc. to a high standard, delivery of course packs to instructors, instructor booking system, and end of course administration. The latter includes data-basing of all information received back from course, applying for certificates, submitting results, checking evaluations – and responding to queries. We have a highly skilled and efficient administration team who work tirelessly to ensure the highest quality of customer service: paperwork is processed quickly and efficiently with quick turnaround of assessments and certificates (within our remit), meaning that customers receive their certificates, cards, and results as fast as possible.

Telephone: We have three phone lines and a fax line in the office. The phones are set up to forward calls to another line when engaged. There is also an answerphone for the occasions when all 3 phones are in use as well as overnight to take messages. We respond to messages as soon as possible.

Web Site and email: our web site is kept up to date, and all e-mails are responded to daily.

CPD: Instructor CV records are kept on file digitally. Instructors and support staff are encouraged to pursue relevant CPD which is recorded annually and kept on file digitally. All instructors hold appropriate teaching qualifications such as PTLLS, or are working towards these qualifications.

Risk Assessments and Venue Checks: are carried out for all Work Based training to ensure suitability and Health and Safety for trainees. We use a combined risk rating system, combining the industry rating with the Employer's own risk rating. Reviews are carried out 3/6 monthly depending on overall combined Risk-rating. All instructors are trained in risk assessment, and carry out full site specific risk assessment for every training or assessment activity. They all have Generic Risk Assessments for all of their skill

areas.

Job Roles:

Qualifications:

SQA Plant Operations: IVs Mervyn Gingell & Allen Howell.

Assessors: Mervyn Gingell, Gerald Prout, Scott Deslandes, Ray Piper, Martin Minchin.

Qualsafe Awards: IV: Allen Howell. **Trainer/Assessor.** Laura Bushell-Hawke

City and Guilds Forestry and Arb and Trees and Timber Level 2 and 3:

IVs: Neil Holding and Andrew Mead.

Assessors: Neil Holding, Andrew Mead, David Berryman, Julian Moles, Chris Willett, Mervyn Gingell.

NPTC coc centre: Internal Auditor: Allen Howell.

Assessors: Andrew Mead, David Berryman, Julian Moles, Chris Willett, Ian Tagima, Simon Phillips, James Rusbridge, John Watson, Collin Manning

Admin Team:

Admin Manager / COC Bookings: Jane French.

Qualifications and Funding Admin: Sonia Hicks.

Invoicing, Certification and Databasing: Pam Cox

Qualification Program Manager/ Training Consultant/ General Admin: Karen Howell.

Technical Advisor/ Training Consultant/ General Admin: Allen Howell

IQA Officer and General Admin Support: Amy Holding

Policy Reviewed/updated:

- *Dec 1st 2011*
- *26th February 2012*
- *14th April 2013*
- *20th May 2014*
- *28th October 2014*
- *5th December 2014*
- *12th June 2015*
- *7th June 2016*
- *26th October 2016*
- *29th November 2017*