

Quality Assurance Policy and Procedure

1) Purpose

This policy and procedure sets out how Engineering Trust Training (ETT) will approach quality assurance and the quality of learning opportunities it provides to apprentices and partner employers.

2) Documentation

- a) ETT staff and sub-contractors will work within a system, which is clearly documented via:
 - i) ETT Policies and procedures
 - ii) ETT Quality Improvement Plan
 - iii) Quality Assurance Process

3) Quality of opportunities, candidate/apprentice

- a) Employer partnership. ETT will:
 - i) verify each employer they work with has the intention and capability of employing the apprentice to complete their training and end-point assessment and secure their longer-term future,
 - ii) check the employer is offering entry to a recognised occupation that can be transferred to other relevant employers and is sufficiently skilled to require employment and training of at least a year's duration with 20% (6 hours per week) of the time in off-the-job training,
 - iii) help the employer select a standard approved by The Institute for Apprenticeships and Technical Education, which fully defines the occupation in terms of the responsibilities and tasks involved against the skills, knowledge, and behaviours required to achieve competence, and
 - iv) confirm the employer is offering employment in a job with legal and contractually acceptable terms and conditions.
- b) Candidate/apprentice recruitment where ETT is part of the recruitment process. ETT will;
 - i) advertise the role, highlighting the job description and terms of employment,
 - ii) provide an application process that tests a candidate's willingness and motivation to learn and work diligently to complete their apprenticeship,
 - iii) conduct initial assessments of the apprentice's prior learning, abilities, attitude, and aptitude with respect to the job role and against the selected standard, and
 - iv) assist the employer in their final selection of an apprentice.
- c) Where the recruitment is done by the employer or if it is for an existing member of staff. ETT will;
 - i) conduct initial assessments of the apprentice's prior learning, abilities, attitude, and aptitude with respect to the job role and against the selected standard.

4) Quality of the Apprenticeship programme

- a) ETT will put in place three documents to set out the programme that will be delivered. These are a Service Agreement between ETT and the Employer, a Learning Plan **between** the employer, the apprentice, and ETT and an Apprenticeship Agreement between the employer and apprentice.
- b) ETT will work with the employer to implement a Company Training Plan to map out the full apprenticeship programme, linking company training, with the apprenticeship standard, college or academy provision, behaviours, and other elements that make up the apprenticeship. This will be a challenging and stretching training and learning programme developed and delivered with the active involvement of the employer, using a range of effective on and off-the-job training methods as well as the work itself.
- c) ETT will include off-the-job training (a minimum of 20% of the time or 6 hours per week) which develops not only the knowledge and skills required but also the additional transferable skills that allow the apprentice to deal with new employers, situations, problems, and equipment.
- d) An in-company mentor will be assigned to the apprentice. They will be responsible for the line management of the apprentice, motivating and supporting them in the workplace as well as progressing them in line with the Company Training Plan and requirements of the apprenticeship.
- e) An ETT Training Officer will be assigned to each apprentice to oversee the apprentice throughout their programme, support them and assess their work. The Training Officer will also support the employer and generally ensure the apprentice is progressing through the Company Training Plan as predicted.

5) Quality Assurance Methods

- a) Vetting process to ensure the employer meets the partnership criteria above. This is done through discussions with the employer and scrutiny of the opportunity they are offering.
- b) In-depth recruitment process to select suitable candidates to shortlist for the employer to interview and potentially employ if ETT is performing the recruitment function.

6) Quality delivery

- a) Training Officer/Tutor assigned to each apprentice
- b) In-depth Company Training plan devised and followed. This will include the elements needed to meet the skills needs of employers and apprentices, college learning, a record of off-the-job hours, and assessment points.
- c) Use of an E-portfolio system to set tasks, track work, sign off work, track progress, and promote a collaborative approach between all parties.
- d) Blended learning model using face-to-face and virtual learning.
- e) High-quality delivery of learning at The Engineering Skills Academy. Partnership work with sub-contracted college delivery with additional quality assurance to ensure quality delivery.
- f) 28 hours of planned contact time per year from the Training Officer with 6 physical face-to-face visits and 6 remote sessions per year.

- g) Continuous, SMART, target setting/action plans (agreed upon with the learner, his/her manager, and the assessor) will be maintained throughout the training period within the E-portfolio review forms. The form will be:
 - i) completed each monitoring and assessment session,
 - ii) stored electronically in the learner's e-portfolio file, and
 - iii) used as a basis for future sessions to assess and agree learner progress.
- h) Internal and External Verification
 - i) See the QA Process document.
 - ii) Quality Improvement Plan (QIP) followed companywide to identify areas of improvement, put actions in place to progress and monitor.
 - iii) Regular assessment of sub-contracted delivery.

7) End-point Assessment and Certification

- a) All apprenticeship standards involve an EPA, which determines whether the apprentice has met the requirements of the apprenticeship standard.
- b) Every apprenticeship standard has an accompanying assessment plan which sets out how the end-point assessment should be carried out.
- c) To be eligible for entering the “gateway” ETT will ensure the apprentice has met the requirements set out in the assessment plan and make sure they are fully ready. This includes the apprentice holding an appropriate level of English and maths, any digital skills required, and other specified components of the Apprenticeship, signed off by the employer.
- d) ETT engages with an End Point Assessment Organisation (EPAO), selected by the employer, to conduct the process to meet the requirements for quality, set out in its guidance on external quality assurance. ETT will ensure the EPAO is registered on the Register of Apprenticeship Assessment Organisations (RAAO) for that particular standard.
- e) ETT applies for and gains certification on completion of the whole apprenticeship.

8) Relevant Paperwork

- a) All training services provided by ETT will be detailed within formal agreements between ETT, the employer, and the apprentice where applicable. These include:
 - i) Information Document produced and presented to the Employer to set out the proposed apprenticeship programme. The employer has the opportunity to discuss, critique and amend the proposed programme prior to moving ahead.
 - ii) Employer order form completed giving details of the opportunity available, details about the employer and those who will be involved in the apprenticeship.
 - iii) Employer SLA setting out how the Employer and ETT will work together.
 - iv) Apprenticeship Agreement setting out the agreement between the Apprentice and Employer.
 - v) Training Plan setting out the agree programme including any reduction in length or cost relating to the recognition of prior learning.
 - vi) Employer contract (Apprentice Employment contract).
 - vii) Company Training Plan (where appropriate).
 - viii) Sub-Contractor Service Level Agreements.

ix) EPAO Contract.

9) Learner and employer feedback

- a) ETT will seek learner feedback continuously as part of the assessment and review process.
- b) ETT will seek formal feedback by way of survey multiple times annually. This will be to indicate the quality of ETT provision and identify areas for improvement.
- c) ETT will seek employer feedback continuously and via formal survey

10) Self-assessment

- a) ETT will complete a Self-Assessment Report (SAR) annually.
- b) The SAR is an opportunity for everyone in the company to reflect of their work and identify areas within which we can continuously improve.
- c) The SAR will be used as a key tool to populate the QIP.