

## **Evaluating the Quality of Training and Outcomes**

### **Introduction**

DH Associates is committed to delivering a high-quality service to employers and learners on commercial and funded learning programmes, including apprenticeships. Continuous quality improvement is crucial for benchmarking for external quality marks, performance improvement and business growth and to meeting the needs of learners and employers.

Quality improvement is identified through evaluation of training and learning delivery. Feedback both positive and negative is valued as an opportunity to re-evaluate and learn from employers, learners and stakeholders. It is also an early indicator of potential risks that need assessing and resolving.

A comprehensive range of methods are used to collect, collate and evaluate learning and training delivery enabling reporting and improvement recommendations. DHA Self-Assessment Report (SAR) is robust taking into account feedback from stakeholders. Quality improvement and performance targets are agreed based on the SAR and incorporated in the DH Associates Business Plan.

### **External Quality Marks**

DH Associates is main provider for ESFA funded learning, non-apprenticeship, levy and non-levy apprenticeships. Evaluation and quality assurance activities ensure continuous improvement of learning and training delivery. This is achieved by ensuring compliance with ESFA funding regulations and financial audit requirements, identifying barriers to learning and improving the learner experience, identifying improvements to programme delivery and teaching, identifying improvements needed for individual employers and the employer journey, promote best practice based on external standards, monitoring performance data and outcomes and performance contributes to quality assurance.

DH Associates is an Ofsted Outstanding provider, graded outstanding in all areas including apprenticeships in February 2016, previously graded outstanding at first inspection in 2010. Our vision is to "remain an outstanding provider of commercial and funded learning and apprenticeships" Business Plan 2019/2020. Evaluation and quality assurance are based on Ofsted standards and the Common Inspection Framework.

DH Associates is accredited with City & Guilds, ILM and Pearson to offer qualifications. The Quality Assurance Strategy for qualifications is robust to meet the requirements awarding bodies. This ensures the quality of assessment and certification of qualifications and compliance with national standards to maintain direct claim status.

DH Associates works with Prepare to Achieve, TQUK and City Guilds to ensure the provision of End Point Assessment.

DH Associates is an accredited provider by Skills for Care and has achieved Endorsed status. Evaluation and quality improvement ensures programmes meet this quality standard and enable accreditation to be maintained at yearly review.

DH Associates is Matrix accredited and continuous improvement ensures this status is retained. The matrix focuses on the quality of independent advice and guidance given to learners, especially apprentices and employers. Developing the quality of delivery through feedback and evaluation from employers and

learners ensure provision is constantly reviewed and improved to meet employer, learner and local skill needs. We have a comprehensive range of methods for collecting, analysing and acting on feedback and evaluation from employers and learners.

DH Associates is an IIP recognised employer. The standard is inspected annually and demonstrates the company's commitment to investing in its employees.

### **Key Performance Indicators (KPIs)**

The Business Plan sets our vision, mission and objectives for the year. KPIs are set for each objective to enable progress to be measured.

### **Evaluation & Quality Assurance of the Learner Journey**

The following are quality assurance activities that DHA use to monitor and report on the quality of delivery to learners:

- Monthly telephone evaluation interviews of learners, random selected of learners across trainers, employers and programmes
- Surveys of learners through evaluation on e-portfolio
- Quality audits of portfolios, ILPs and reviews
- Monthly risk assessment of learner attendance and progress through Red Amber Green meetings with trainers. Aim is to identify learners at risk of leaving or underperforming. Employer is involved to action plan to resolve issues.
- Observation of Teaching Learning and Assessment policy ensures observation are planned and resourced based on risk assessment of trainers' skills and performance. Improvement actions are agreed, and plans put in place. Trainers underperform are re-observed. Learners are interviewed following observation to evaluate the quality of the learning delivery.
- Internal Quality Assurance Strategy & Plan ensure awarding body compliance and direct claim status maintained. Quality assurance and sampling ensure training and assessment meet national standards and are consistent across trainers and programmes. Underperformance by individual trainers is identified and remedial action taken. Themes across trainers can be identified and training provided at standardisation meetings.
- Internal Quality Assurance and standardisation meetings are used to develop and update assessors occupational and learning and development knowledge and skills. Training is provided on current topics; new standards, new qualifications, teaching skills, end point assessment preparation. Feedback on the learner experience from trainers enables early identification of improvements needed and adaption of the programme or resources used to support learning.
- Quarterly reviews and evaluations by learners ensure learner views are collected and monitored to inform service improvements. Immediate action can be taken to address individual learner concerns and the employer and trainer can adapt programmes to meet individual learner needs. Learner views are monitored, and themes identified and explored to inform any need for improvement to training delivery or resources.
- Learner of the month and year are used to promote good news and feedback from learners this provides examples of benefits of apprenticeships, individual achievement, overcoming barriers to learning, access to apprenticeships.

## **Evaluation & Quality Assurance of the Employer Journey**

DH Associates works in partnership with employers to meet their needs, learner's needs and the needs of the service and/or service user. Retention of employers is crucial to the business. Employers have a named Employer Engagement Officer (EEO) to manage their contract and provide updates on progress and achievement of learner. Strong relationships with employers ensure apprenticeships are planned, monitored and delivery is adapted to meet the needs of different employers. Professional relationships based on trust and sector credibility enable us to work in partnership with employers. Employers are able to evaluate delivery, feedback any issues and be supported to take rapid remedial action.

The following activities are used to evaluate the employer experience of DH Associates service

- New employers have a detailed Organisational Needs Analysis and Training Needs Analysis, contract and delivery plan agreed. The implementation of delivery is monitored by EEO with frequent communication and at least monthly meetings. This enables early identification of any issues and rapid response to employer needs to adapt programme.
- All contracted employers have regular review meetings feedback on learner progress, learning and training delivery and to problem solve. Building relationships with employers ensures our employers will contact EEOs if there are any concerns and swift action can be taken.
- Surveys are carried out with all employers to gain feedback and improve service deliver
- Positive feedback from employers is used to promote our service through the website, company brochure, and twitter. A levy and non-levy employer is awarded employer of the year during apprenticeship week based on partnership working to implement and evaluate apprenticeships, new standards or new approaches to learning and training

### **Reports informing Evaluation & Quality Assurance**

The following reports are produced to inform quality improvement, business planning and the SAR.

- Qualification Achievement Rates Report
- 6 Monthly Functional Skills Report (Levels & pass rates)
- Learner End Destinations Report & 6 month Follow Up
- Learner Evaluation Reports
- Learner & Review Comments Report
- Annual Reasons for Withdrawal Report
- 6 Monthly Employer Engagement Reports
- Monthly Learner and Cohort Progress Reports for Employers & Delivery Team Managers
- Monthly Trainer Cohort Reports
- Monthly Achievement & Retention Reports

### **Related Policies**

Any issues arising under the following policies are reported and monitored to identify any performance issues in relation to training and learning delivery.

- Concerns Policy
- Complaints Policy

- Internal Quality Assurance Policy & Plan
- OTLA Policy
- Safeguarding & Prevent Policy
- Performance Management Policy

## **Evaluation & Quality Reporting Process**

The Senior Leadership Team (SLT) is responsible for the quality of delivery and meeting contractual responsibilities with external stakeholders and contracted employers. All performance reports and recommendations for improvement are reported to the SLT. The monthly Board report includes reporting sections on Quality Assurance, Safeguarding, Comments & Complaints and Compliance.

The Director of Quality and Compliance has oversight of all evaluation and quality assurance activity to ensure delivery is monitored and measured against performance measures. Reports are produced based on collated data or information and presented to the SLT. Any underperformance is identified, and action taken to resolve. The Director of Quality and Compliance will ensure any recommendations are implemented and will monitor to measure success.

DH Associates have clear lines of communication from/to the SLT and the staff. Improvements and recommendations to training are cascaded through Senior Managers to their teams.

The Director of Quality and Compliance Director meets bi-weekly with the Operational team to review quality and compliance.

The Business Development Team meets weekly to review delivery to employers and forward plan. Feedback from employers is collated and any actions agreed.

The Operational Delivery Team meets monthly to monitor and review delivery. The focus is on learner progress, problem solving, feedback from trainers and learners, performance management issues and planning skill development for trainers.

The Operational Delivery Team and Business Development meet weekly specifically to forward plan to meet employers` needs, resolve issues with learners or employers and plan new apprenticeship starts. Direct feedback from employers and learners is the focus of this meeting.

The Training Delivery Teams meets monthly and there is a cycle of planned sector specific quality assurance and standardisation meetings. These meetings are focussed on improving the skills of trainers in delivering programmes and standards. Evaluation, quality assurance and trends in sectors or learning and development inform the content of these meetings. Specific training is provided to improve the occupational knowledge and skills of trainers. Training is also provided to enable the delivery of new qualifications, new standards and EPA. Improvements or changes to policies, programmes and resources are introduced or suggested at these meetings.

The MI & Compliance Team meets weekly to monitor and review compliance and quality primarily in relation to funded learning and apprenticeships. Any improvements needed are identified and cascaded by the Director of Quality and Compliance to the appropriate team.

DH Associates are a dynamic team and individual team members feel empowered to act on feedback to resolve issues affecting employers and learners experience. Team members are able to contribute to quality improvement by proposing changes to programmes, resources, policies, processes.

