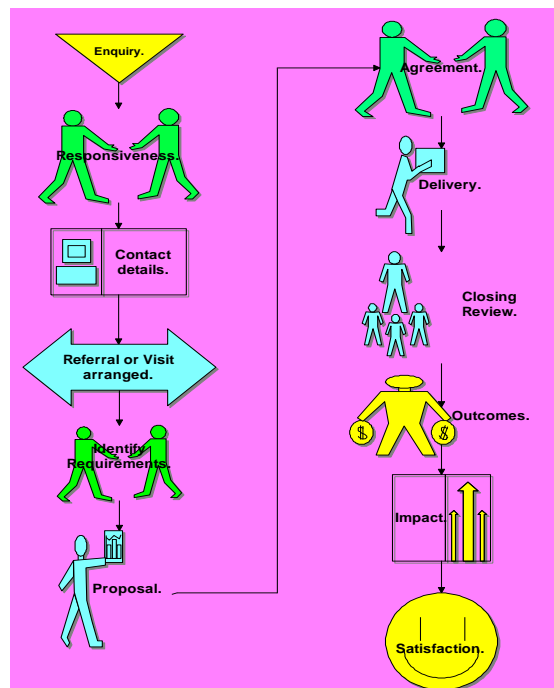


Guide to achieving Certification to the Training Quality Standard[©]

- **A UNIQUE PRACTICAL TOOL BOX FOR ACHIEVING CERTIFICATION TO THE TRAINING QUALITY STANDARD**
- **YOUR VERY OWN CONSULTANT IN A 25 PAGE GUIDE BOOK**
- **6 PRACTICAL TOOLS GUIDING YOU TO CERTIFICATION AND BEYOND**
- **THE FIRST AND ONLY TOOL BOX SUPPORTING TRAINING PROVIDERS FOR THE TRAINING QUALITY STANDARD ON THE OPEN MARKET**
- **FULL OF TIPS ON WHAT ASSESSORS LOOK FOR**
- **A STEP-BY-STEP APPROACH TO PUTTING AN APPLICATION TOGETHER**

One of the first actions required by training providers is to identify the **EMPLOYER JOURNEY PROCESS** within their own organisation. The following example process flow chart and the accompanying notes taken from 'Guide 2 - THE EMPLOYER JOURNEY' are designed to help providers through the requirements of the standard.

EMPLOYER JOURNEY PROCESS FLOW CHART example 1[©]



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NOTES TO ACCOMPANY - EMPLOYER JOURNEY PROCESS FLOW CHART

For each of the activities within the Employer Journey Process Flow Chart the accompanying detailed notes apply as follows: -

Activity	Details
Enquiry.	Telephone. Email. Fax. Post. Referral. Repeat Client.
Responsiveness.	Allocated people provide advice/information for Employers to Service Level Standards. Responsible persons arrange a follow up with Employer. Any follow up arrangements recorded.
Contact details.	Employer contact details and background information recorded on CRM/Database or other format. Employer is now seen as live.
Referral or Visit arranged.	Employer referred to applicable organisation or Visit arranged to understand Employers requirements.
Identify Requirements.	Meeting with Employer to determine:- 1) Needs and Wants? 2) ONA/TNA, specific skills requirement, bespoke course Work Based Learning or specific service provision etc 3) How will success be measured? 4) Identify any specific Impact on the Employers business the training/service provision will support. 5) Define specific outcomes of the delivery/service. 6) Service Level Agreement. 7) Any other underlying needs.
Proposal.	Proposal prepared and presented to Client in the appropriate manner. Variety of proposals for different types of employer. Proposal presentation clearly defines expected outcomes including the impact on their business as a result of the delivery/service provision.
Agreement.	Employer and Provider reach agreement with assigned performance measures.
Delivery.	Delivery executed including pre-delivery activities and monitoring processes defined and agreed by client. Appropriately skilled Delivery team briefed etc. Monitoring and reviews communicated etc.

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Guide 2 - THE EMPLOYER JOURNEY cont'd

Activity	Details
Closing Review.	Assessment to original Proposal conducted and satisfaction levels for Employer and Employee identified? Any actions arising acted upon.
Outcomes.	Specific outcome measures recorded. Outcomes meet the set objectives.
Impact.	Impact measures recorded and published.
Satisfaction.	Employer and Employee satisfaction surveys conducted and levels of performance recorded to target and with comparisons. Employer accolades collated and published.

End

If you are looking for further help with your application for the Training Quality Standard, or you are not sure if the Training Quality Standard is for you, then the Guide to achieving the Training Quality Standard (Guide) and the tools included are an invaluable support in your decision and development process.

The Guide begins with the **7 Step Certification Process** onto the **Employer and Provider Journeys** and concludes with **Action Planning**, a **Process Evidence Tool** and **Service Level Standards**.

The author was part of the development team who helped shape the Training Quality Standard from the New Standard and was one of the first Licensed Assessors to the Training Quality Standard. The Guide provides a practical approach for any training provider's development whether on the journey to Certification or not. With the **process maps** and supporting **detailed activities, notes** and **practical tools** the **Guide to achieving Certification to the Training Quality Standard** is a must for all training providers.

For more information please call one of our team on **0844 335 0397** or contact TQS Consultants Ltd at www.tqsconsultancy.com