Quality Assurance System

PP05 - Policy and procedure for dealing with Trainer non-performance

Rev 1.0

Policy and procedure for
Dealing with issues of non-conformance (Trainer performance)

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Responsibility for Review	Programme Co-Ordinator	**Date of withdrawal obsolete document**	

Amendment History:

Date	Revision Number	Details of amendment
	1.0	New Document

Purpose

To ensure that the trainer delivers all requirements of the Programme, through the demonstration of competence, consistency and enthusiasm for their subject and communication in a positive way with course participants.

Scope

All LASNTG in-house and contracted trainers

Definitions/Acronyms

- A non-conformance occurs when standards of training and/or trainer performance fail to meet LASNTG quality standards and an issue occurs which needs to be addressed and resolved.
- A corrective action is an action or series of actions taken to resolve a non-conformance issue. The aim is to resolve the issue as soon as possible and to ensure it does not recur.
- NCR - a non-conformance report

Authorities/Responsibilities

Function	Activities
RTC Manager	Register the non-conformance Issues the NCR to Trainer Compiles and records feedback Implements corrective action, where applicable
Programme Coordinator	Provides support and advice to RTC Manager
Secretary	Implements corrective action, where applicable

Procedure

We identify non-conformances through Learner or employer feedback or complaints, staff observation, internal monitoring, external quality audits, external authentication, or during normal monitoring activities.

Non-conformances are addressed with corrective actions.

The NCR records details of incidents of training and/or trainer performance that fails to meet LASNTG quality standards. Examples of issues which may trigger the issue of an NCR include trainer attendance/timekeeping, trainer rapport with Learners, trainer communications with LASNTG, use of a trainer not approved by LASNTG, quality of learning materials, failure to fully induct Learners.

What a Trainer/Training Provider must do when they receive an NCR

- Contact the RTC Manager to discuss the issue asap and make arrangements to resolve the issue
- Investigate the incident – how did it happen, why did it happen, could it happen again?

- Respond using the LASNTG Corrective Action Plan Template outlining details of the issue which triggered the NCR, documenting the action taken to resolve the issue and the steps taken to prevent the issue from recurring.
- Set out a detailed corrective action plan proposing appropriate long-term solutions that will prevent the issue from recurring.
- Implement the plan
- Monitor the implementation of the plan to ensure that the issue has been satisfactorily resolved.
- After an appropriate period of time, assess whether the actions taken were successful in preventing recurrence.
- Document the evidence to support the actions.
- If satisfied the issue is not recurring, close the issue.

On receipt of the Corrective Action Plan;
The RTC Manager, in consultation with Programme Coordinator, assesses the Corrective Action Plan and countersigns it if they are satisfied that the issue has been/is being resolved and monitors the implementation of corrective action

Supporting Documents
- LASNTG Quality Assurance Manual
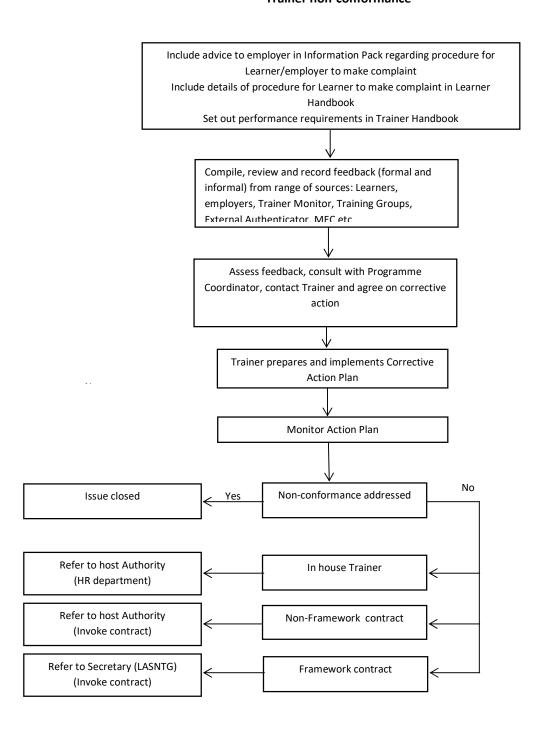- Non-Conformance Report (NCR) Template
- Corrective Action Plan Template

Metrics
- Number of NCRs
- Number of corrective actions
- Successful implementation of corrective actions

Related Procedures
- Monitoring of Training

Flow Chart
Trainer non-conformance

Include advice to employer in Information Pack regarding procedure for
Learner/employer to make complaint
Include details of procedure for Learner to make complaint in Learner
Handbook
Set out performance requirements in Trainer Handbook

Compile, review and record feedback (formal and
informal) from range of sources: Learners,
employers, Trainer Monitor, Training Groups,
External Authenticator, MEC etc

Assess feedback, consult with Programme
Coordinator, contact Trainer and agree on corrective
action

Trainer prepares and implements Corrective
Action Plan

Monitor Action Plan

| Issue closed | Yes | Non-conformance addressed | No |

| Refer to host Authority (HR department) | In house Trainer |

| Refer to host Authority (Invoke contract) | Non-Framework contract |

| Refer to Secretary (LASNTG) (Invoke contract) | Framework contract |