



## **Quality Assurance System**

### **PP06 - Policy and procedure for monitoring of Trainers**

Rev 1.1

## Policy and procedure for Monitoring of Trainers

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<b>Responsibility for Review</b>	Programme Co-Ordinator	<b>Date of withdrawal obsolete document</b>	

### Amendment History:

Date	Revision Number	Details of amendment
5/3/20	1.0	New Document
1/2/22	1.1	Document Review
3/5/23	1.2	Document Amendment re Biography to AB Meeting/EA Panel

**Purpose**

The purpose of the monitoring is to

- ensure Trainers are performing to a high standard
- ensure the suitability of the training venues
- ensure that Trainers are delivering training as specified
- note examples of good/best practice
- get feedback from Trainers and other Programme team members
- provide formative feedback to Trainers on their performance

**Scope:**

All Trainers delivering training on behalf of LASTNG

**Definitions/Acronyms**

A Training Monitor is defined as a subject matter expert, trained for the role, who is appointed by the sectoral Training Group.

**Authorities/Responsibilities**

Function	Activities
RTC Manager	<ul style="list-style-type: none"> <li>• Engage with Training Monitor regarding schedule and range of visits</li> <li>• Keep record of all Trainer monitoring reports</li> <li>• Consult with Programme Coordinator</li> <li>• Take appropriate action where required, including escalation to Secretary depending on the contractual arrangement</li> </ul>
Programme Coordinator	<ul style="list-style-type: none"> <li>• Provide support and advice to RTC Manager</li> <li>• Submit report to Training Groups</li> </ul>
Training Monitor	<ul style="list-style-type: none"> <li>• Implement agreed arrangements</li> </ul>
Secretary	<ul style="list-style-type: none"> <li>• Take appropriate action where required</li> </ul>

**Procedure**

For new Monitors, a short biography detailing qualifications and experience will be brought to the next available Academic Board Meeting for approval.

The Monitors are briefed by the Secretary.

Monitoring visits are assigned by the LASNTG Office in consultation with the Programme Coordinator. The Monitor undertakes the unannounced monitoring visit.

At the end of the visit, the Monitor discusses the provisional outcomes with the Trainer/s and feedback from the Trainer(s) is recorded.

At the end of the visit, the Monitor discusses the provisional outcomes with the RTC Manager and feedback from the RTC Manager is recorded.

The Monitor completes the Trainer Monitoring Report within a week and submits it by email to the LASNTG Office.

If issues of concern have arisen these are highlighted on the Trainer Monitoring Report by the Secretary for the attention of the Training Provider and the RTC Manager. The Training Provider and RTC Manager are asked to complete and submit a Corrective Action Plan to address the concerns.

The RTC Manager, in consultation with the Programme Coordinator, monitors the implementation of the corrective action plan

The Programme Coordinator presents an analysis of Trainer Monitoring Reports and Corrective Action Plans to the Training Groups at their quarterly meetings.

This panel of Monitors will also be used as the panel for External Authenticators, if a person monitors a course, that person should not be chosen as an External Authenticator for the same course. An alternative External Authenticator must be chosen.

### **Supporting Documents**

- LASNTG Quality Assurance Manual
- Trainer Monitoring Report Template
- Corrective Action Plans Template
- Training Monitor Role Description
- Trainer Handbook

### **Reference Documents**

### **Metrics**

- Number of visits
- Number of corrective actions
- Successful in implementing corrective actions

### **Related Procedures**

- Dealing with Issues of Non-Conformance -Trainer Performance