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Planning and Management component

A programme rationale exists and it is supported by the organisation to ensure the sustainability of the programme and the safety of its participants

1.1 Organisational rationale

Quality statement:

There is an organisational rationale for delivering the programme, in the form of a business case that includes:

- Aims of programme linked to business needs, values and visions
- Expected number of participants
- Any prerequisite prior learning and/or qualification requirements
- Development and delivery of programme
- Assessment method (if any)
- Local language delivery
- Ethics and integrity – embedding of organisational values Learning strategy

Approval evidence:

- Copy of business case
- Approval discussion
- Learning strategy



1.2 Quality assurance commitment

Quality statement:

There is a commitment to ensuring the quality of the programme. The business case identifies:

- Named programme 'champion' who can articulate the purpose and value the programme will bring to its participants
- Quality assurance strategy and plan

Approval evidence:

- Contact details and responsibilities for programme 'champion'
- Documented quality assurance model / processes
- Approval discussion

1.3 Resources

Quality statement:

Resources have been allocated to support the development, delivery and administration of the programme, including:

- Staff (Development, Delivery, including quality assurance and Administration)
- Delivery locations / sites
- Facilities / equipment
- Data management systems

Approval evidence:

- Internal processes / guidance documents
- Approval discussion



1.4 Policies and processes

Quality statement:

Policies and procedures that demonstrate best practice in learning and development design and delivery are in place, including:

Following policies are in place:

- Equality, diversity and inclusion
- Safeguarding (where applicable)
- Data protection (complying with GDPR where appropriate)
- Health, safety and welfare
- Complaints, grievance, appeals
- Malpractice / maladministration

Following processes are documented and available:

- Recruitment of participants on to the programme
- Access arrangements Risks and issues log
- Replacement of lost certificates / errors on certificates
- Version control and document ownership conventions
- Where delivered in language other than English or Welsh, requested documents are translated into English

Approval evidence:

- Contact details and responsibilities for programme 'champion'
- Documented quality assurance model / processes
- Approval discussion

1.5 Staff skills and experience

Quality statement:

Those involved in the management, development and delivery of the programme have the relevant experience and have developed / are developing relevant learning and development skills, including

Technical competence / experience of delivery staff Learning and development skills and experience Assessment experience (if required) CPD / self-assessment

- Following processes and/or guidance documented and available
- Performance management
- Self-assessment CPD

Approval evidence:

- Organisational chart / staffing matrix relating to the programme
- CPD records Learning and development plans
- Performance management
- Policy and process

