

health & safety

training limited

ISSUE 1 | WINTER 2014

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Plus much more...

WELCOME TO ISSUE 1



ALAN HOYLAND ACHIEVES INTERNAL QUALITY ASSURANCE UNITS

Congratulations to Alan Hoyland, who has achieved the following units and is now working fully as part of the Quality Team within Health & Safety Training Ltd.

- Level 4 Internally Assure the Quality of Assessment
- Level 4 Understanding the Principles and Practices of Internally Assuring the Quality of Assessment.

Alan will head one of the new teams of instructor/assessors which will be announced in due course. **Well done Alan!**

WELL DONE

Ben Trisic joined the team of instructor/assessors at HST in May 2013 after achieving his RTITB instructor's badge, and is proving to be an asset to the company. Having already achieved a Grade 1: Outstanding in lesson observation, Ben has taken the initiative and decided to further improve his skills in teaching as well as assessing. Whilst currently studying for his A1 Assessor units, Ben has also enrolled on a Certificate in Education (Cert Ed) at Sunderland University, studying at East Durham College. When asked about the Cert Ed, Ben said "It will help me in my current role in the sense that it will allow me to develop and adapt my training/teaching techniques and methods in a much more professional manner."

We wish Ben all the very best with his studying.



ADMIN

GET IT OFF YOUR CHEST

I think it's fair to say that it's the simple things that can get under the skin. Jobs which may seem insignificant to one person are important to someone else. Everything we do here is for a reason. For instance, if the induction or training paperwork states information should be in block capitals, then the reason for that is because someone in admin needs to be able to easily read and decipher what has been written so that they can easily register the information online at the relevant awarding body such as RTITB or iPAF. If we register the wrong name or incorrectly spell something, then once the learner gets the certificate they will contact us about mistakes (or a certificate may go to the wrong address if we don't have the correct address). This means we have to then do everything again and this means we are doing work twice, which puts everything else behind. It's a simple thing but it would help enormously if people took the time to fill in paperwork correctly, and also, importantly, if the information was checked before being handed in.

GRADED OBSERVATION AND SAMPLING REPORTS WORKING WELL

The implementation of graded observations has been successful to date. We have now had three of the present IQA's trained by Kathy Tyler from College Leadership Services in carrying out graded observations. Since we have started this process results are coming in to show that we are steadily improving and making progress towards our goal of Grade1; Outstanding. Whilst the number of outstanding observations still needs to improve, plans developed through observing staff are allowing them to recognise where they need to improve in order to achieve better grades. Similarly, improvements are being shown also through graded sampling reports which have also been introduced since the Ofsted inspection. A big thank you to all instructor/assessors for being proactive in making the recommended improvements.

IMPROVEMENTS YOU WANTED

Further to feedback from assessors at the recent Standardisation Meetings, we have designed the new Feedback & Progress pads which incorporate grading and planning and which will replace the current Feedback pads. This will allow assessors to grade different aspects of the learner performance and also to plan the next assessment on the same paperwork, rather than have separate plans and feedback. This allows the learner to take away the plan and feedback after each session, instead of it being in the portfolio which is left on our premises. See the example below:

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Portfolio Ref: 12

Assessor: **NYQ—Feedback & Progress Review** Learner Name: **JOHN SMITH** Company: **unemployed (JCP)** Visit Number: **2**

WHERE POSSIBLE PLEASE GRADE EACH SECTION BETWEEN 1&10 (WHERE 1 = POOR & 10 = OUTSTANDING)

SCOPE OF LEARNING	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6
OBSERVATION SKILLS	5	7				
MACHINE OPERATING SKILLS	5	7				
MACHINE PRACTICAL TEST						
MACHINE THEORY TEST						
HEALTH/SAFETY/WELFARE	7	8				
COMMUNICATION	6	8				
WRITTEN WORK	10	10				
ATTENDANCE ON COURSE	10	10				
PUNCTUALITY ON COURSE	10	10				
BUSINESS/CUSTOMER AWARENESS	8					
WORKING AS PART OF A GROUP	7					

ASSESSMENT PLAN AND TARGETS AGREED BETWEEN LEARNER AND ASSESSOR FOR NEXT VISIT:

John, once again you have 10 out of 10 for attendance and timekeeping, well done keep up the good work please because it'll be important for you to do that when you get a job again. Your pre-shift check was great today, logging all the correct details on the form. Plus its good that you have improved your observation skills, remember to keep looking on the direction of travel when on the Forklift (including reverse) - You have worked well in the group and shown some extensive knowledge of the warehousing industry from your past experience, explaining to me about the use of forklift when at work and who you would be communicating with. This is important, well done. You still need to master the ethic-cane with the forklift, so remember what I said about getting the turning point spot on, the centre of the front wheel is what you need to use as a guide. We will do this again in the morning but have a think about things overnight and plan it in your head. We will also be working on the theory (written work) side of things so please look at your FLT handbook about Load Centre and how a truck can tip sideways and forward if not used correctly. This is vital information for your theory test. Well done though, you are making great progress and if you continue to work hard should have no problems passing the tests.

Action points:

- Look in direction of travel when operating!
- Concentrate on turning point of truck (front wheel)
- Revise truck stability and load centre for tomorrow

Comments by Learner: **I am really happy with the way things are going.**

Learner sign/date: **John Smith 4th November 2013**

Are you happy with the progress made in this assessment? Tick YES x NO

Are you happy with the assessment plan for your next visit? Tick YES x NO

Approx % Achieved in the... 25%

Date of next visit: **5/11/13**

How was Equal Ops covered: **Discussed verbally - spoke about how a Polish ex-colleague of John's brought ideas to the job from his experience in Poland.**

Training Advisor sign & date: **Peter Fisher - 4/11/13**

Sign & date:

Active from September 2013

INSTRUCTOR/ASSESSORS TO BE SPLIT INTO 3 SEPARATE TEAMS

It has been decided that in order to improve the quality of feedback to individual instructor/assessors, and to allow more informed management within the training department, it will be beneficial for all concerned if we split the seventeen instructor/assessors into three separate teams, each led by an IQA (internal quality advisor).

The development of split teams within the Training Department will also allow each IQA team member to work closer with a smaller group in order to make the necessary improvements.

Each IQA will also meet with other IQA's in the Quality Team in order to share good practice among teams and to discuss improvements on a wider scale.

Details of the teams and their team leaders, along with further information on the system will be made available to all instructor/assessors before the Christmas break.

GOT SOMETHING TO SAY?

Tell us what you'd like to see in your staff magazine?



WHY IS QUALITY SO IMPORTANT?

We all judge the quality of anything we purchase or services we receive, naturally. I'm sure you have looked at something you have bought, or thought about the service provided when you were in a shop or restaurant, and judged whether you thought the quality was worth the money you had paid, or the time you had spent there.

Quality in any business is important. It drives more custom, and therefore more profit and it secures jobs on a long term basis. If the quality is poor or it drops in any way, then the customer will notice. Word will then spread and the opposite will occur resulting in a poor reputation, a loss of custom and therefore a downturn in profits. A business losing custom inevitably means jobs will be lost as a result.

Quality in providing training and assessment in the workplace, especially on machinery and in health, safety and welfare is even more important because people and property are at risk if the training is not carried out to a sufficiently high standard. Equally, any person or organisation who pay for that training, will feel that the money they are spending is better off spent elsewhere, so training and assessment naturally gravitates towards those who provide the best quality training, and the best quality service, and therefore value for money.

Here at Health & Safety Training Ltd, because we provide training on behalf of the government as well as directly to businesses and individuals, we have the added aspect of the government employing specific organisations who specialise in quality and value for money. 'Ofsted' and 'Matrix Standard' are two such organisations who we as a company need to satisfy in order to be deemed a worthy training provider backed by the government. If we do not satisfy these organisations then naturally we will not be seen as a suitable training provider and when funding is allocated by the government it will go to other training providers who have better gradings and provide a quality service in every aspect of the business.

So when Ofsted and Matrix come to assess us here at Health & Safety Training Ltd, they not only look at the training and assessment, but they look at how the whole organisation is being run. How efficiently we keep records and process paperwork and registrations. How safe the private information about the learner is kept. How well we looked after the learner and how the experience they had with us helped them to develop skills and understanding not only in operating machinery, but how they should act when at work, or socially. They expect the best training providers to lead by example in every sense.

Every department plays its part in making our business a successful one. If it wasn't for admin then the instructors and assessors would not have learners to train and assess because admin speak with employers and learners to book all of the courses and organise the relevant paperwork. Learners would not have certificates processed and our whole organisation would fail because we would not be able to draw down funding from the funding organisation and we would not be able to invoice people and companies who pay directly. So it is vital that correct records are kept by instructors and assessors as well as admin. Ofsted and Matrix both need to be satisfied that the learner is getting the best experience from a well ran training provider. However that means more than just the training, but the company as a whole, including admin and quality assurance. We all play a vital part in the experience the learner has with us, and the success of the company relies heavily upon this.

Matrix Standard

"The matrix Standard is the unique quality standard for organisations to assess and measure their advice and support services, which ultimately supports individuals in their choice of career, learning, work and life goals." - Taken from the official Matrix Standard website - <http://matrixstandard.com/>

Matrix seeks to ensure that those who wish to be accredited have in place suitable information, advice and guidance services for people they work with and also for people who work within the company. In our most recent assessment we fell short on ten of the strict criteria, and an action plan was put in place in order to satisfy those criteria, and on the follow up assessment on October 29th we achieved those criteria and have now retained Matrix Standard accreditation. Thank you for all your efforts in this.

Ofsted.

In our most recent government inspection by Ofsted in June 2013, we received a Grade 2: Good in all aspects of our training and assessment delivery.

Ofsted quoted the following reasons on why we were given Grade 2: Good

- ✓ Success rates are consistently high
- ✓ Highly effective development of learners' occupational skills takes place
- ✓ Teaching, learning and assessment are highly effective
- ✓ Good personal, social and mathematical skills are developed by learners
- ✓ The development of safe working practices is excellent
- ✓ High quality training equipment benefits learners
- ✓ Leaders and managers identify improvements needed and take rapid action

This was an improvement on our inaugural inspection back in February 2009 where we were given a Grade 3; Satisfactory, so it's good to know that what we implemented in the interim had the right impact and showed definite improvement. Follow the link below for the full Ofsted report on Health & Safety Training Ltd:

<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/ELS/58219>

Aims and Objectives

However, as good as this inspection grade is for us, we must continue to improve and our aim is to be seen as Grade 1: Outstanding and to be officially recognised as offering the best quality teaching, learning and assessment. Once we do this we will know we are at the top end of the highest bracket of training providers in the north of England. Therefore the quality of what we all do as an organisation is paramount to help the company achieve its goal. We must all work as a team in our respective departments, and the departments work in tandem to make this very realistic objective become reality.

Plan – Do – Review.

In order to help us reach the best grade available by Ofsted, and to satisfy Matrix Standard, we must continue in the right direction by adhering to the 'Plan – Do – Review' mentality in every aspect and in all departments.

All departments will plan, do and review audits and appraisals with the Quality Team. They will also work to SMART targets (Specific, Measurable, Achievable, Realistic and Timely). This will allow all departments to self-assess and to continuously improve. This process will also allow management to make more informed decisions as a consequence.

Staff in all departments will be graded in their roles, and a plan of how they can improve will be put in place. Plans and grades will be reviewed periodically to see if the required improvements are taking place. These will be explained in more detail at staff appraisals which are taking place on an on-going basis from October 2013

IAG - Information, Advice & Guidance

More regular updates and dissemination of information and guidance to staff and also to learners and prospective learners will be made available via newsletters such as this, and by putting all information online at our website.

A new learner handbook is being made available and will be given to every learner. The handbook will include information on the following:

- Information on Health & Safety Training Ltd
- General policies/rules for when being trained and working with us.
- Introduction to the NVQ
- Knowledge and understanding of the job.
- Information, Advice & Guidance
- Equality & Diversity Policy at Health & safety Training Ltd.
- Health, Safety and Welfare in the workplace – some guidance.

- Equality & Diversity explained.
- The Top 10 health and Top 5 safety risks in the workplace
- Communication in the workplace.
- Signs and fire extinguishers in the workplace.
- Unemployed learners – The Route Into Work
- Spell Checker and grammar tips – information and guidance on the meanings and spellings of common words used on this course

Reacting to feedback from learners, companies and partners of HST Ltd.

We have now revamped the customer surveys we give to every learner, and we have implemented an online survey for employers and partnership organisations such as Tynemet College, Sunderland College and Jobcentre Plus who work with us to develop skills for both employed and unemployed learners. It is vital that we listen to feedback from all of these areas in order to ensure we give people what they expect.

We listened! - Feedback from learners in 2011/12 indicated that they felt there was too much written work on the Plant Operations Level 2 NVQ. We took this on board, and we implemented the use of Dictaphones so that assessors could record question and answer sessions or guided discussions with learners. This was found to be far quicker and much more productive when gathering evidence.

We listened! – Feedback from employers and learners indicated that there was too much time between sign-up and course completion for learners in the workplace. We altered the NVQ assessment process so that we spent longer with the learner on training and assessment visits, allowing them to complete the course in less time.

Awarding Body – Pearson/EDI

In June 2011 EDI was acquired by Pearson, the world's leading learning company providing education and assessment services in over 70 countries. Every part of the Pearson family is connected to learning and all of them demonstrate our commitment to the very highest standards of learning around the world. In Pearson UK, names like Edexcel, Longman, Heineman and BTEC combine 150 years of experience with resources and technology that support every learner.

Not only do we need to satisfy Ofsted and Matrix Standard, but we are also monitored and audited regularly by Pearson/EDI who we are accredited to for delivering the NVQ's here at Health & Safety Training Ltd. We receive reports after each visit by the Standards Verifier for Pearson/EDI, who looks at the quality of the portfolios we present for verification, as well as the internal quality processes within our organisation. We need to ensure that we meet and hopefully exceed the standards expected by Pearson/EDI.

With quality being vital in every aspect, and in order to make sure we improve and maintain in all aspects, we now have a Quality Team here at Health & Safety Training Ltd. This is a managerial department responsible for controlling and overseeing internal audits and appraisals, and for ensuring that all departments within the company are able

to self-assess and achieve smart targets set by the team and senior management.

Employees will get feedback from the quality team to help them improve in their job role which will in turn help all departments improve. This will have a direct impact on how the company is performing overall.

Quality is the measure of our success, and if we do not

continuously improve as individuals and as a company which provides a service of sufficient quality, then we will lose business and lose the positive reputation we have all worked hard to gain as a valuable organisation that helps individuals gain personal, social and occupational skills. We are a quality training organisation, and we aim to keep it that way, but we all need to work *together* to do so.

Mission Statement

As a result of our recent Ofsted inspection, we have now changed our Mission Statement to something which we think reflects company aims and objectives.

Health & Safety Training Ltd;
We aim to deliver outstanding teaching, learning and assessment to individuals and employers.

Learner Pledge

We have also updated the learner pledge, which reflects what we have implemented through feedback we were given by Ofsted and Matrix Standard.



HEALTH & SAFETY TRAINING LTD – LEARNER PLEDGE

For all training courses and assessment arranged or run by Health & Safety Training Ltd, we pledge to support the Learner from the moment they enquire and right through the entire learning process, whether that is with Health & Safety Training Ltd or with one of our partnership organisations. We will provide information on all courses enquired about, as well as any advice needed. We will also provide guidance to the learner on realising their potential. It is our policy to help the learner search for suitable courses in order to help them progress in both a personal and a work environment. All are welcomed at Health & Safety Training Ltd. We are proud to be an equal opportunities training provider who has the interests of the Learner at heart.

Health & Safety Training Ltd pledge continued support throughout!

We guarantee;

- To take active steps to ensure every Learner receives equal access to our courses and the guidance and advice that we offer.
- To provide any necessary training aids and personnel to ensure that everyone receives the support and assistance necessary to reach their full potential.

- To actively combat language, disability and stereotyping barriers to ensure everyone has full and fair access to our courses.

We guarantee;

- A detailed personal response guaranteed within 24hrs of any enquiry.
- Further information or an interview within three working days of your initial enquiry.
- A personal bespoke learning programme to suit the individual needs of the Learner and Employer.
- Feedback and reviewing of the personal programme and learning process given to the Learner and Employer on a regular basis.
- Learners and their Employers will be kept informed of improvements to our systems or programs which have been implemented through feedback they have given to us.
- Monitoring of the Learner's progress with any of our partnership organisations, backed with support and guidance for the Learner.
- The provision and use of time and resources to help Health & Safety Training Ltd employees and all learners improve upon their Maths and English skills.

By doing all of the above to a successful standard, as well as maintaining and improving upon the other strengths we have already, we will endeavour to meet the required standards to help us reach our goal as a Grade 1: Outstanding Training Provider in the north of England.

BE INSPIRED AT TYNEMET COLLEGE

**Be inspired by our exciting range of
full and part-time courses starting from January 2014.**

Improve your basic skills, enhance your CV or try out something new with a part-time course at TyneMet College. Our wide choice of courses range from Bricklaying to Floristry and Maths to Cookery!

Many courses start from January onwards - for more details about courses and for advice and guidance about the best course for you, please contact an advisor in the Gateway team on 0191 229 5000 or email enquiries@tynemet.ac.uk

To view all of our part-time courses, visit www.tynemet.ac.uk/part-time

Construction trades Art & Design Beauty Therapy Computing Hairdressing First Aid
Counselling Health & Social Care Employability English & Maths Welding Cookery Access to HE Teaching Floristry



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