

Form 2:

Accreditation Approval Visit form (AAV)

This form is to be completed by the Accreditation External Quality Assurer (AEQA) to ensure the organisation can provide evidence that their training programme(s) meet the City & Guilds quality benchmark criteria.

This form should be completed with reference to the criteria detailed in the Accreditation Quality Assurance Manual and with the Accredited Programme Information (API) form previously completed by the organisation.

Organisation Name:	J Murphy`s & Sons Ltd
Centre number: (where applicable)	721472
Contact name: (Organisation`s key contact for City & Guilds Accreditation)	Carol Massingham
AEQA name:	Dr George Barr

Programme title (In full, as it will appear on certificates)	Duration of programme	Assessment method	Delivery start date
Manual handling	1 day	written paper and practical checklist	This training has been delivered for at least ten years.
Fire Warden	1 day	written paper and practical checklist	This training has been delivered for at least ten years.

Accreditation quality assurance requirements

Programme structure and assessment		
AQAM Ref	Management and Governance structure	Please supply evidence and information to indicate how requirement is met
1.1a	Contact details for head of centre and quality contact	<p>Carol Massingham Rail Training & Assessment Manager J. Murphy & Sons Limited Kennedy Road Astley Manchester M29 7JU</p> <p>T +44 (0) 1942 402 958 M +44 (0) 7860 783 571 E carolmassingham@murphygroup.co.uk</p>
1.1b	Documented policies and procedures (must include Access arrangements, Equal opportunities, Health & Safety, Safeguarding, Appeals & Complaints)	We discussed how the HR policies cover the policies listed. Carol and Justin explained how the policies are explained to participants at the start of training. We talked about the need to have separate policies if training were delivered externally. I said I would forward ideas that might be useful for this.
1.1c	Organisational chart listing key roles and responsibilities for staff involved in delivery, supporting training, assessment and quality assurance	The team is currently: Carol Massingham (Head of Centre / Rail Training & Assessment Manager), Justin Smith (Trainer) and Chantal Wills (Administration). The team has been made smaller following the Covid-19 pandemic effects on business. There are plans in place to grow the team when it is financial sensible to do so.

AQAM Ref	Review of training and assessment materials	Please supply evidence and information to indicate how requirement is met
1.2a	Programme aims / objectives, structure and duration	<p>Carol and Justin talked about how participants are told about the course aims, objectives, structure and duration. Carol sent me the Manual Handling programme. In this programme the aims and objectives are in the early stages of PowerPoint presentations.</p> <p>The duration of the programme was clearly presented in the session plan. Carol confirmed this was also in the joining instructions along with the programme aims and course structure.</p>
1.2b	Assessment method	The assessment method for the 1 day programmes is a written test comprising of a mix of multiple-choice and short answer questions and a practical checklist. I sampled the Manual

AQAM Ref	Review of training and assessment materials	Please supply evidence and information to indicate how requirement is met
		Handling assessment materials. They are well presented and fit for purpose.
1.2c	Delivery method	Justin explained the training is delivered using a conversational approach with a PowerPoint presentation in the background. The delivery may include video and using flipcharts. The delivery is interactive.
1.2d	Assessment objectives and criteria	Carol explained the assessment objectives and criteria for the programmes are based on the programme objectives. They are implicitly embedded in the assessment materials. Participants know they will be assessed on the objectives. The objectives seen were written clearly.
1.2e	Accessibility of training materials (includes Access arrangements)	Justin explained he has various strategies to support participants who may have difficulty accessing the training and assessment materials. The materials seen were clearly presented and written to meet the needs of the likely participant group.
1.2f	Version control and change history for all training and assessment materials	Version control is used and was seen on printed materials that I saw. Carol was clear about the need for version control and change history for training and assessment documents.
1.2g	Evaluation strategy	Carol and Justin look to improve all aspects of their training provision by any means available to them. Justin allocates a session near the end of the day to discuss the course with a view to look for improvements. Participants are asked to complete a feedback questionnaire at the end of training. These are checked after training for ideas for improvement. Justin or Carol will seek feedback from line managers to check whether the training was useful and if anything needs adding or dropping from training. There is a Trainer's Comments book for trainers to note ideas and suggestions. These are discussed at the monthly training meetings.

Delivery and resources		
AQAM Ref	Organisation resources	Please supply evidence and information to indicate how requirement is met
2.1a	Appropriate technological and financial resources to meet delivery requirements of the programme	In discussion with Carol and Justin, and seeing some figures for planned expenditure for training there is appropriate technological and financial resources to meet delivery requirements of the programme.
2.1b	Up-to-date CVs, original certificates and original certificates for the quality assurance assessment/delivery team	Justin talked me through his 20 year career history in the industry and six years as a trainer. He is occupationally competent and has a clear CPD plan. He has a level 3 training qualification and is planning to sign up to a level 4 training qualification and a course on dyslexia.
2.1c	Inductions and professional development records and plans for all staff involved in delivery, assessment and quality assurance	<p>Carol and Justin talked me through the induction and professional development procedures for staff. Carol described the e-learning, the culture development programme (CDP) and so on for the business. Justin explained a new trainer would shadow him, he would observe them delivering part of a course, and once they were confident they would be observed delivering a course.</p> <p>Carol confirmed CPD records are held in the folder of staff details. The Success Factors system manages reminders for when licences need to be renewed and training needs to be refreshed.</p>
2.1d	Documented procedures for registering learners	Carol confirmed they use a training management system, Success Factors, as part of the registration process. She confirmed the registration procedures are documented using a step by step approach.
2.1e	Assessment sites are suitable for secure administration	Carol confirmed that training and assessment could take place at the Astley, London, Leeds and Cannock sites. Carol confirmed all sites are checked before training is delivered. Justin confirmed all assessments materials are held securely until they are needed.
2.1f	Documented procedures for dealing with malpractice	Carol explained HR procedures would be followed if malpractice in training and assessment were identified.

AQAM Ref	Internal monitoring / self-assessment	Please supply evidence and information to indicate how requirement is met
2.2a	Documented quality assurance strategy and procedures	<p>Carol sent me the Training Manual which has documented quality assurance strategies and procedures (eg 17 Control of Training Material page 10; 18 Document Control and Change Management 11; 31 Equality and Diversity Monitoring 15; Verification Process 18)</p> <p>Carol also sent copies of Observation report – training, which is used to review the trainer's ability and techniques to meet the needs of learners.</p> <p>The quality assurance procedures demonstrate a sound quality improvement strategy.</p>
2.2b	Evidence of internal quality assurance including standardisation of marking and sampling of assessment decisions / learner work	<p>Carol sent me three sets of meeting notes where quality was addressed: Training meeting; Audit meeting notes, observation and feedback; and City & Guilds / NUCO Update. Carol and Justin said there are monthly training meetings and the team constantly talk about training.</p>
2.2c	Evidence of evaluation, which includes the scope of the review, relevant findings and any actions taken following feedback	<p>Carol and Justin explained how they have recently revised the programmes and some of the administrative procedures following the changes in the training provision where they drew on feedback from participants, former trainers and managers.</p> <p>Justin gave an example of how they now use a stretcher in the Manual Handling course to illustrate lifting and team lifts following suggestions following training.</p>
2.2d	Evidence that the accredited training programme is meeting learning outcomes as detailed in the original approval application	<p>Justin explained the programmes are based on industrial practices with a desire to be the best and safest. Programmes will have evolved to continue to be up to date.</p>
2.2e	Evidence of review feedback from learners, employers or clients	<p>Carol sent me three different sets of course feedback forms. Carol explained how these are used to look for improvement. They also look for comments from line managers.</p> <p>Carol explained they have had to use external training providers to meet the business training needs and in doing this they have attended the training and asked managers for feedback, as well as participants.</p>

Learner and data management		
AQAM Ref	Data Management	Please supply evidence and information to indicate how requirement is met
3.1a	Records of staff administering the accredited training programme	Carol said that Chantal Wills leads on training administration with her support as needed.
3.1b	Learner information (eg joining instructions)	Carol explained how participants are sent detailed joining instructions to ensure they are prepared for training and know what to expect from the training.
3.1c	Learner registrations (including the site they will be assessed at)	Carol talked about the Success Factors system and how this was used to register participants for training and created a register for trainers.
3.1d	Systems in place for the transfer of learner data and results to City & Guilds	Carol confirmed she uses the Walled Garden to transfer data to City & Guilds.
3.1e	Records of assessment decisions	Carol sent me copies of course assessment records. The paper copies are scanned and held for seven years. The paper records are held in a securely closed envelop, locked away and archived.
3.1f	Records of feedback	The course records that Carol sent showed examples of feedback. The paper copies are scanned and held for securely for seven years.
3.1g	Records of any complaints or appeals including the outcomes	Justin and Carol confirmed there had not been any appeals or complaints in the past twelve months.
3.1h	Learner support (include any evidence of Access arrangements and Safeguarding)	Justin explained how he supports participants to achieve the course aims and objectives. His strategies include reading test questions to where participants struggle with reading (this support is recorded on Success Factors), using a more able participant to support less able participants and giving his contact details.

	Issuing certificates	Please supply evidence and information to indicate how requirement is met
3.2a	Evidence that learners who have claimed certificates have completed all aspects of training and assessment	Carol explained the recording system and confirmed that only participants who had completed the training and passed the assessments would be certificated.

	Issuing certificates	Please supply evidence and information to indicate how requirement is met
3.2b	<p>Organisation can provide certificates that include –</p> <ul style="list-style-type: none"> • name of the organisation • name of the training programme (ensuring the title is appropriate (section 1.9 of AQAM)) • learner name 	<p>Murphy request City & Guilds to produce certificates rather than print their own. Carol sent me copies of certificates issued.</p>
3.2c	<p>Use of the City & Guilds Accredited logo on the certificate meets the requirements of the contract. This also includes for marketing materials, websites etc</p>	<p>Murphy does not use the City & Guilds Accredited logo on anything. Carol does not have it. I said I would ask Gary Woolton to send her the logo and guidance on how to use it.</p>
3.2d	<p>Organisation has a documented process for issuing replacements for lost and misplaced learner certificates</p>	<p>If participant needed a replacement certificate they would have to contact City & Guilds, as for this accreditation, City & Guilds issue the certificate.</p>

Action plan				
Action Ref	Summary of Action Required	TBC (date)	Action taken	Date
1.1b	George to send ideas for policies to Carol	23/09/ 20		
3.2c	Gary to send City & Guilds Accredited logo and guidance to Carol	23/09/20		

Additional comments
<p>I had an email exchange with Carol to plan the accreditation process and be given background information linked to the accreditation benchmarks.</p> <p>Carol sent me:</p> <ul style="list-style-type: none"> • City & Guilds / NUCO Training Manual (1 Management and Governance Structure, 2 Delivery and Resources and 3 Data Management) • Manual Handling Course pack (1 Management and Governance Structure, 2 Delivery and Resources and 3 Data Management) • Manual Handling PowerPoint presentation; lesson plan; course pack; theory test paper and answers materials) (1.2 Review of training and assessment) • A feedback forms from three courses materials) (1.2 Review of training and assessment) • Minutes of quality meetings (2.2 Internal monitoring / self-assessment) • Quality Assurance Form: Paperwork Verification (2.2 Internal monitoring / self-assessment) • Quality Assurance Form: Observation report – training (2.2 Internal monitoring / self-assessment) • Training statistics (3 Data Management) • Sample certificates (3 Data Management) • Covid-19 Site Operational Risk Assessment • Rail Training & Assessments Covid-19 Plan (Astley & Kentish Town Facilities) • Accreditation of Training approval application update <p>I asked Carol to arrange a meeting with me and include Justin Smith. Carol arranged a Microsoft Teams meeting for 2 September 20.</p> <p>Carol, Justin and I discussed the delivery, assessment strategy and materials for the accredited programmes, and how the assessments are administered and quality assured. There is a desire to have training that meets the needs of the business and helps grow the business.</p> <p>Carol explained the way training is administered and the role Chantal Wills has. Carol talked about the Success Factors database that supports training administration and delivery. Carol said she knows most of the staff going through training. The administration of training includes email joining instructions to candidate and manager, and phoning candidates two days before training is due to remind them of their booking and confirm what they need to bring to the event.</p>

Carol explained how the training had changed in the last six month or so. A number of trainers and administrators had been made redundant or relocated. There had been no training in March, April and May. The maximum class size has changed from 12 to 7. Carol talked about an Australian quality model called 'Verification of Competency' that they are thinking of using. Justin explained a Verification of Competency (VoC) is used to provide evidence of competency through the evaluation of an individual's skills and knowledge against prescribed performance criteria. A VoC is not training and assessment.

Carol and Justin talked me through the quality assurance processes and this included their quality improvement programme, the monthly training meetings and planned observations of training. They have a desire to satisfy the accreditation benchmarks and exceed them.

Accreditation will be approved for an agreed period beginning from the date indicated in the contract and will be subject to external monitoring and regular internal self-assessment.

I declare that the information contained in the application is correct and current and that I am authorised to sign on behalf of City & Guilds.

Recommend Approval (Y/N)?	Yes		
Name of AEQA	Dr George Barr		
Date of submission:	8	Sept	20
City & Guilds	Stuart Rick	Date	Sept 2020

AEQA to return this form to accreditationquality@cityandguilds.com