

External Quality Assurance Visit Report

<u>Training Provider Name:</u>	
<u>Contact responsible for EQA visit:</u>	
<u>Date and Location of Visit:</u>	
<u>EQA Name:</u>	

Grades:

Requires Improvement - does not meet baseline requirements

Good – meets requirements

Outstanding – exceeds requirements

Aspects highlighted in Bold are designated as Critical Elements (aspects which are fundamental to a robust internal Quality Assurance process).

Ref	Aspect	Outcome	Grade
1.1		Management and Governance Structure	
1.1a	Roles and Responsibilities of Training team	1. Is there a documentary evidence detailing roles/responsibilities present? ☐ 2. Are job descriptions defined for all relevant staff present? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1) ☐ Outstanding (1-2)
1.1b	Documented Policies (Critical Element):	1. Are all policies present and appropriate in coverage? ☐ 2. Are the policies reviewed regularly and is this documented? ☐	☐ Requires

Ref	Aspect	Outcome	Grade
	- Equality - Health and Safety - Complaints - Malpractice - Appeals - Data protection	3. Is there evidence that all stakeholders know how the policies are applied? ☐ If there are gaps in provision, please give details below:	Improvement ☐ Good (1) ☐ Outstanding (1-3)
1.1c	Documented Procedures (Critical Element): - Equality - Health and Safety - Complaints - Malpractice - Appeals - Data protection	1. Are all procedures present and appropriate in coverage? ☐ 2. Are the procedures reviewed regularly and is this documented? ☐ 3. Is there evidence that all stakeholders know how the procedures are applied? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1) ☐ Outstanding (1-3)
1.2	Assessment and Training materials		
1.2a	Overview of Training Programme	1. Is there a basic programme overview/timetable in place and is it provided to learners? ☐ 2. Are the programme/timetable materials sufficiently detailed to give learners the ability to prepare for the training session? ☐ 3. Are they reviewed and evaluated at the end of the course? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1) ☐ Outstanding (1-3)
1.2b	Programme Aims and	1. Are there well developed and structured lesson/session plans in place (covering all of the	☐ Requires

Ref	Aspect Lesson Plans (Critical Element)	Outcome applicable syllabuses/modules)? ☐ 2. Are these reviewed as part of the course evaluation? ☐ 3. Does the training provider contribute to review of aims and objectives with DfT/CAA through engagement and feedback (including raising issues identified through course evaluation)? ☐ If there are gaps in provision, please give details below:	Grade Improvement ☐ Good (1) ☐ Outstanding (1-3)
1.2c	Accessibility of Training and Assessment materials (Critical Element)	1. Are training and assessment materials designed in line with best practice in terms of font size/format for handouts and PowerPoints? ☐ 2. Is there evidence of materials having been adapted for Dyslexia, English as a Foreign Language (EFL), Autism or any other identified learner needs? ☐ 3. Is there is a proactive approach by the training provider to make anticipated adaptations? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1) ☐ Outstanding (1-3)
1.2d	File management	1. Are training and assessment materials organised and stored securely, with appropriate access arrangements? ☐ 2. Are materials disposed of securely? ☐ 3. Is there a documented process for version control in place? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1-2) ☐ Outstanding (1-3)

Ref	Aspect	Outcome	Grade
2.1	Resources		
2.1a	Appropriate Physical Resources for Delivery and Assessment (classrooms, facilities, technology etc.) For Independent Instructors, this would relate to the Physical Resources they request for delivery at an entity's side and any Resources they provide themselves.	1. Can the training provider evidence which physical resources are available? ☐ 2. Can the training provider evidence that resources have been audited and reviewed for sufficiency and fitness for purpose? ☐ 3. Does the review include forward planning for future requirements/courses? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1) ☐ Outstanding (1-3)
2.1b	Sufficient Occupationally Knowledgeable Staff (Critical Element)	1. Do all required instructors/assessors have Certified Instructor Number / Recognition of Competence (CIN/ROC) numbers? ☐ 2. Is there documentary evidence of a training record for all training staff including any relevant training/qualifications/experience? ☐ 3. Do all instructors have a teaching qualification (equivalent to Level 3 Award in Education and Training (AET)) ☐ 4. Do relevant staff have formal/informal training for assessment? ☐ 5. Do relevant staff have formal/informal training for quality assurance? ☐ 6. Has a statement/assessment of sufficient staff numbers been made? ☐ If there are gaps in provision, please give details below:	☐ Requires Improvement ☐ Good (1-2) ☐ Outstanding (1-6)