

The logo consists of a dark grey square with rounded corners and a thin orange border. The text 'TRAINING QUALITY STANDARD' is written in white, uppercase letters, stacked vertically.

TRAINING
QUALITY
STANDARD

Training Quality Standard

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Aims of the Training Quality Standard

A government White Paper mandated a New Standard that could accredit:

- Responsiveness to business needs
- Excellence in delivering vocational training
- A commitment to continuous improvement
- Accrediting specialisation

The aim is to bring clarity to the market, i.e. 1 badge that is nationally promoted.

TQS: What it isn't

It's not about Managing the Organisation

- The standard isn't a quality management system prescribing a particular way of running things.
- We're concerned with identifying quality as employers would see it, not creating another set of funding or audit hurdles.

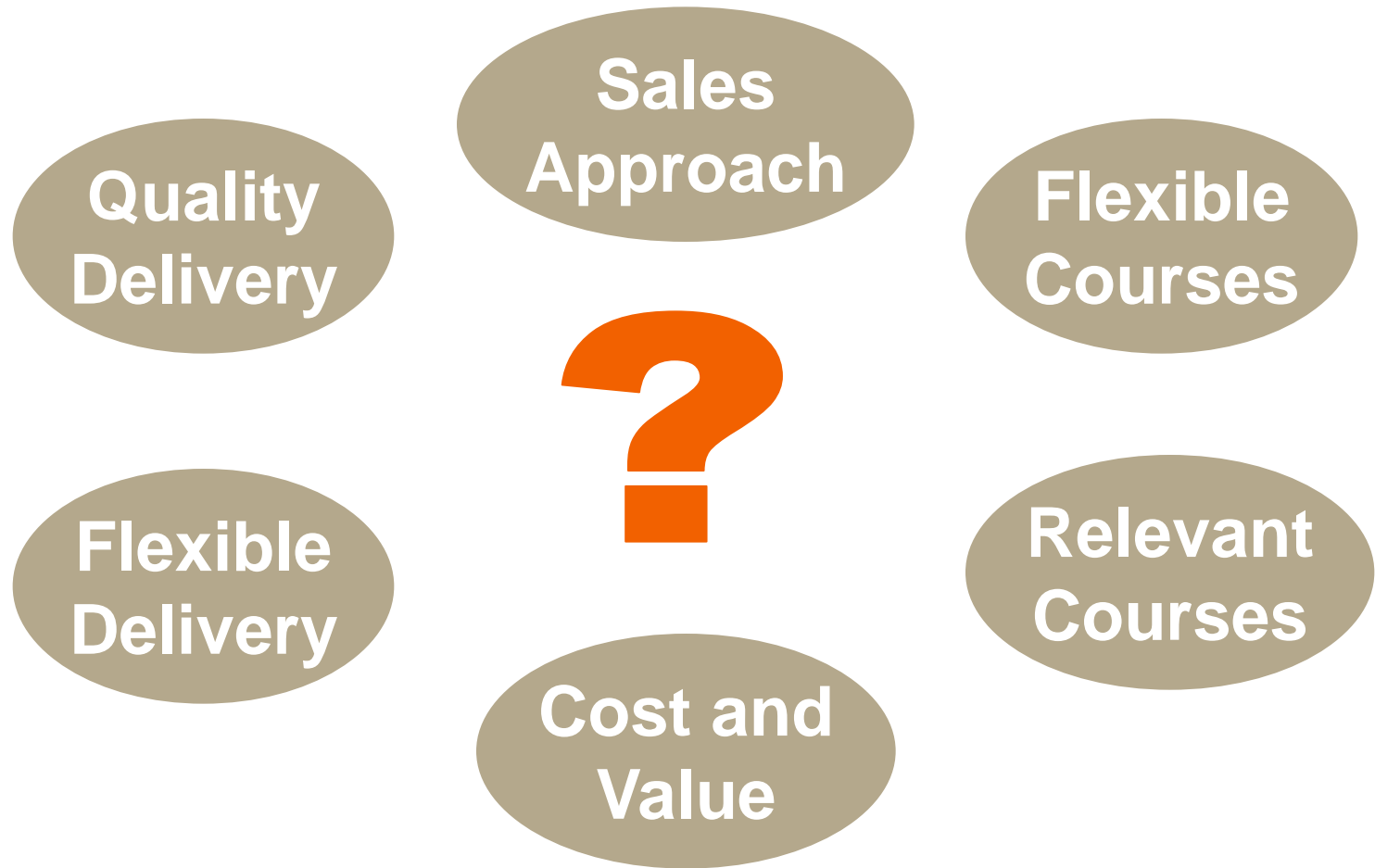
It's not an endorsement of everything an organisation does

- The standard focuses on training solutions delivered to employers, not any service that could be delivered in isolation (e.g., room hire).

It's Not just about Certification

- The Standard will establish a national brand for the best providers...but there's flexibility in development around it..
- We're looking to identify the best, not embarrass those that are still getting there.

What businesses want



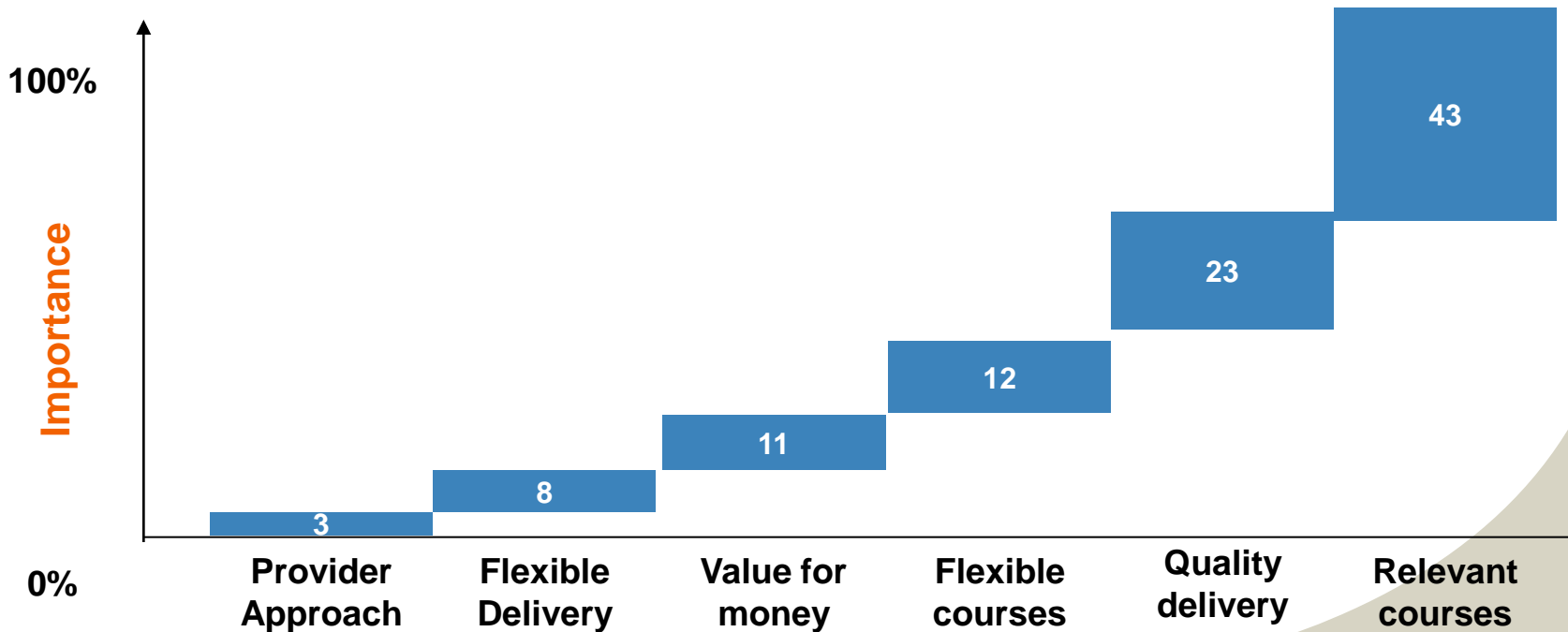
Employer Priorities : Research

What do employers want from Training Providers?

Quality, relevance and responsiveness = Specialisation

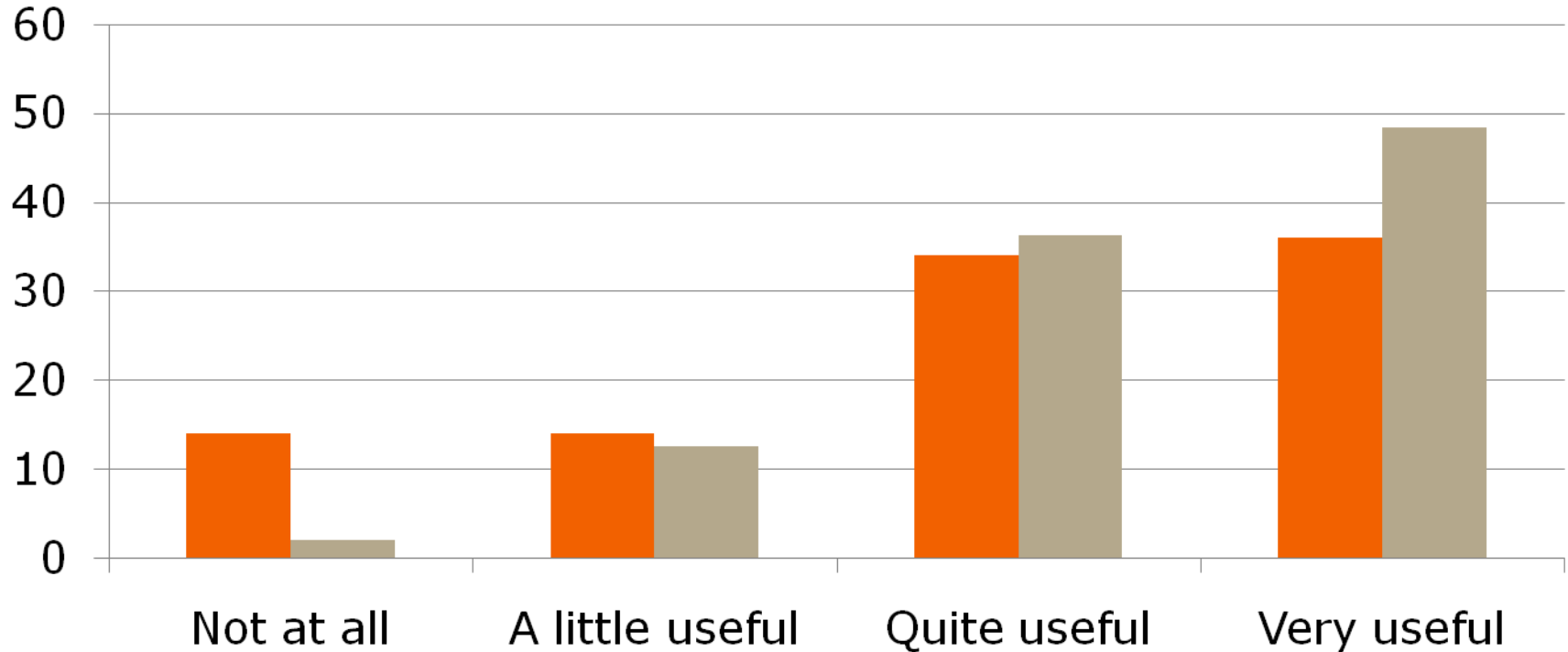
TQS research with 600 employers 2006-2008

And LSC EGTP research 2005



Market demand?

If there were a quality standard for training providers, would it be useful?



- Never or not usually have difficulty finding training
- Sometimes, often, or very difficult finding training

Source: telephone survey, 370 SMEs, Apr 07

TQS Stats: Rising Demand

- 300+ providers have registered so far
- These are at varying stages
 - Registration
 - Developing an application-for-assessment
 - Verification Visits
 - Validation
 - Decision
 - Feedback meeting
- 109 Certificated organisations
- 7 employers with Certification
- Currently a two thirds pass rate – it's tough to achieve

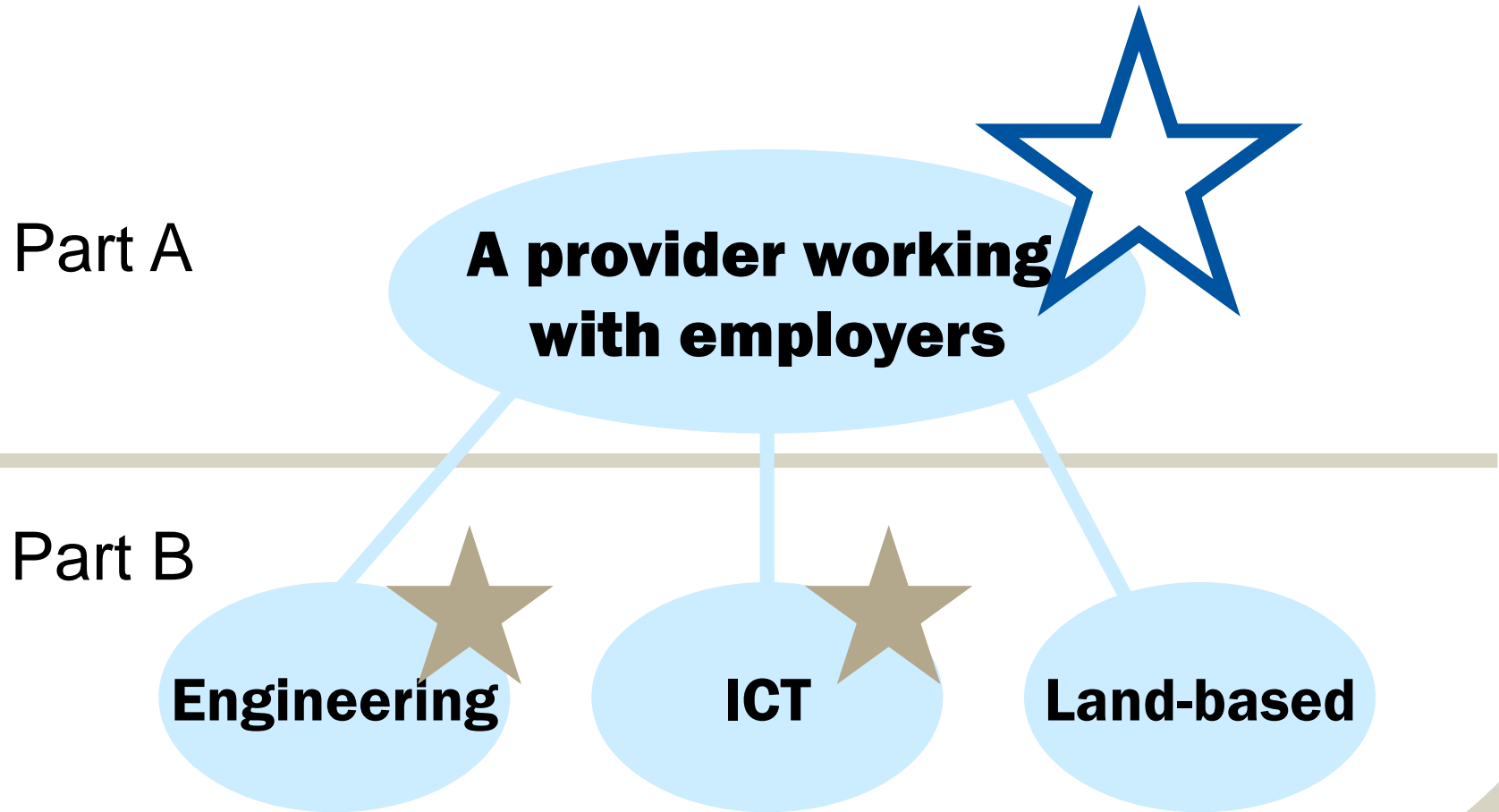
Training Quality Standard

Progress to Date

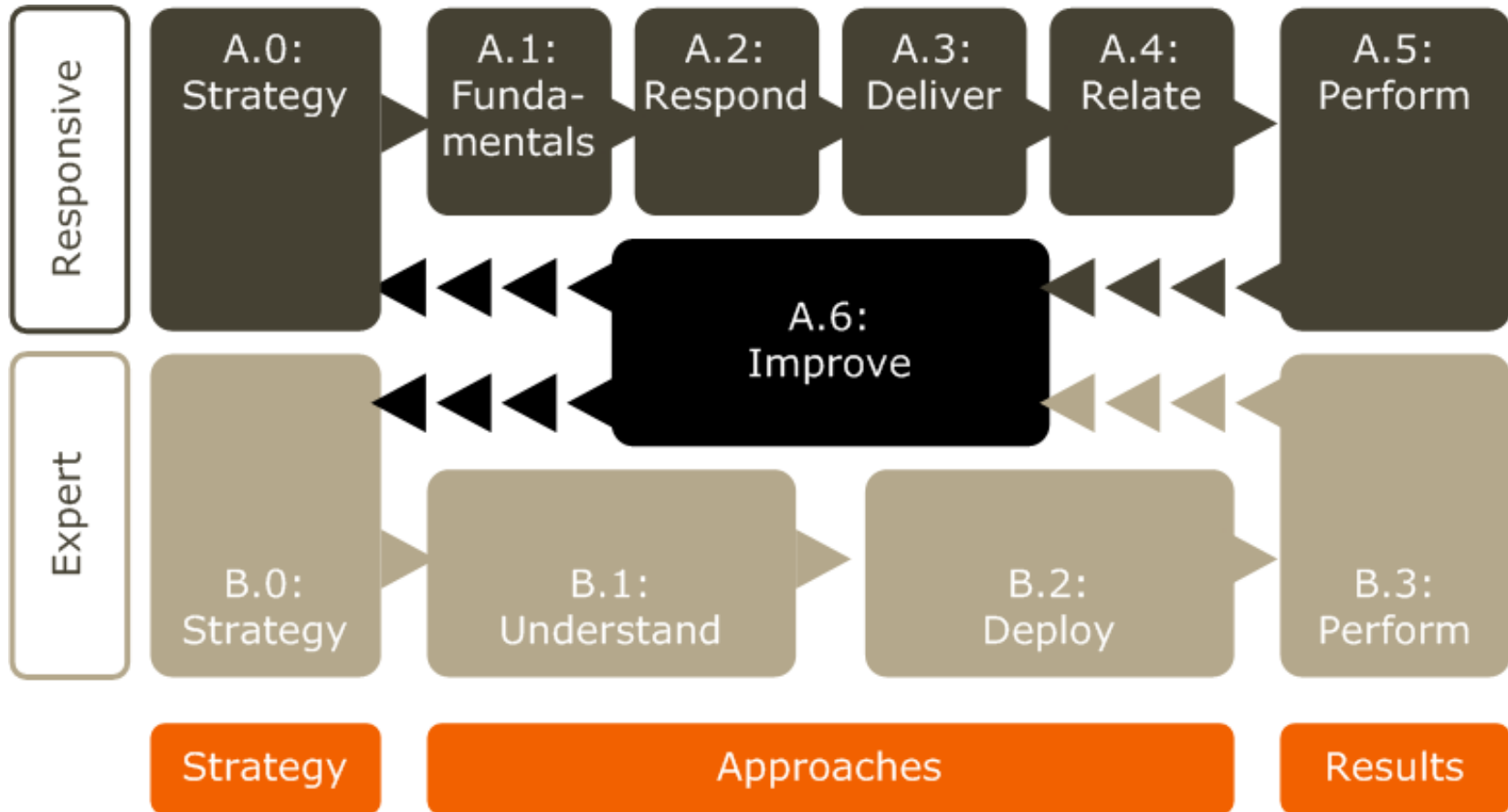
- Launched 08 May 08 by Skills Minister
- Almost all SSCs now involved – 27 Part Bs to choose from
- Pilots for HEIs, employers, small providers and LA's
- Promotional campaign has begun
- Certification valued but not mandated by the LSC
- Now assessments are done by five certification bodies, regulated by UKAS
- **Nottinghamshire: can choose from Investors in Excellence or TQS Assessment Services**

Employer Responsiveness

Training Quality Standard format



The Framework



The Assessment Process



Pass Marks

- 550 points (of 1000)
- Minimum 25% on every indicator
- Conditional certification: 385 of 700 points for 'approaches'
- Conditional – 12 month progress reviews
- Full certification lasts 3 years
- Providers need to wait 6 months if they are unsuccessful and wish to apply again

Certification

- Certification means public recognition
- Valid for 3 years
 - Those with Part A can submit Part B applications for up to 2 years
 - Where this is 6 months after certification, updated Part A submission is required
- Subject to accepting terms and conditions

Benefits

- Certification means improving the provider's reputation leading to increased business
- A robust assessment process means feedback on the provider's service delivery
- A developmental framework means help for the provider to reflect on the way they operate

What some of the applicants said...

Everyone in our organisation has said they can see a difference – This focuses you more on your customers

We're more proactive now in generating business

TQS helps us punch above our weight. It raises the bar quite substantially

It's about changing the culture to become a TQS organisation – once you do it, it's great

The future...?

- TQS well placed in the new Department (BIS)
- LSC remain committed to the Standard and ownership will be retained by the Skills Funding Agency in the first instance
- LSC pushing ahead with marketing plan for 09-10 to raise awareness amongst employers
- Effect of certification research due to be published in September
- TQS website relaunch in September

Questions...?

(TQS Helpline: 0845 225 1310)