

# Co-operative Assistance Network Limited

## Quality Assurance in Training Delivery Policy and Procedure

### **Aim**

- To ensure that CAN product is always excellent in that it:
  - o Meets real needs
  - o In an appropriate way
  - o Is made available in a timely fashion
  - o Is capable of acquiring appropriate accreditation or endorsement.
- To improve the quality of working life within CAN through reducing stress and increasing pride by making workers confident that they will be provided with the right product at the right time to support them in their work.

### **Objectives**

- Achieve SFEDI endorsement for core products
- Meet requirements to complete contractual obligations
- Ensure delivery workers are properly
  - o Equipped with appropriate training resources
  - o Trained
  - o Supported.

### **Procedure**

- Regional Managers to consult with Support Services Team Leader (ship) prior to signing any contract to deliver training
- Support Services Team Leader(ship) to have veto on any contract if they consider that delivery to appropriate standard cannot be resourced
- Notification of contract and specification to be communicated immediately by RM to Product Development
- Product Development Team Leader(ship) to immediately investigate the product available to match the requirement for delivery and institute a product development plan to ensure that the following is available in advance of delivery:
  - o Learning Objectives
  - o Session plans
  - o Trainers notes

- o Handouts
  - o Exercises
  - o Presentations.
- Quality checks to be carried out by a worker not involved in the production (but may be involved in delivery) appointed by Support Services to ensure that all the above are:
  - o Present
  - o Consistent with each other
  - o User friendly
  - o Fit for Use.

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Responsible Department: Continuous Improvement

Implementation Date: 28 April 2006

Review period: 3 years

Next review due: 30 April 2022

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Agreed at Directors Meeting of [unknown]

Passed at Members Meeting of 28 April 2006