



Quality Assurance System

PP06 - Policy and procedure for monitoring of Trainers

Rev 1.0

Policy and procedure for Monitoring of Trainers

Document reference number:	PP06	Revision Number:	1.0
Document drafted by:	Programme Co-Ordinator	Date drafted:	05/03/20
Document approved by:	LASNTG	Date approved:	
Document adopted by:	LASNTG	Date document adopted:	
Issued by:	LASNTG	Date of Issue:	
Assigned Review Period	2 Years	Next Review Date:	
Responsibility for Review	Programme Co-Ordinator	Date of withdrawal obsolete document	

Amendment History:

Date	Revision Number	Details of amendment
	1.0	New Document

Purpose

The purpose of the monitoring is to

- ensure Trainers are performing to a high standard
- ensure the suitability of the training venues
- ensure that Trainers are delivering training as specified
- note examples of good/best practice
- get feedback from Trainers and other Programme team members
- provide formative feedback to Trainers on their performance

Scope:

All Trainers delivering training on behalf of LASTNG

Definitions/Acronyms

A Training Monitor is defined as a subject matter expert, trained for the role, who is appointed by the sectoral Training Group.

Authorities/Responsibilities

Function	Activities
RTC Manager	<ul style="list-style-type: none"> • Engage with Training Monitor regarding schedule and range of visits • Keep record of all Trainer monitoring reports • Consult with programme Coordinator • Take appropriate action where required, including escalation to Secretary depending on the contractual arrangement
Programme Coordinator	<ul style="list-style-type: none"> • Provide support and advice to RTC Manager • Submit report to Training Groups
Training Monitor	<ul style="list-style-type: none"> • Implement agreed arrangements
Secretary	<ul style="list-style-type: none"> • Take appropriate action where required

Procedure

A panel of Monitors, who are subject matter experts and are trained for the role, are appointed by the sectoral Training Group on the advice of the Secretary.

The Monitors are briefed by the RTC Manager.

Monitoring visits are assigned by the RTC Manager in consultation with the Programme Coordinator. The Monitor undertakes the unannounced monitoring visit having agreed a suitable date and duration for the monitoring visit with the RTC Manager.

At the end of the visit, the Monitor and Trainer discuss the provisional outcomes and the Trainer/s gives feedback to the Monitor and vice versa.

The Monitor completes the Trainer Monitoring Report within a week and submits it by email to the RTC Manager and Programme Coordinator.

If issues of concern have arisen these are highlighted on the Trainer Monitoring Report by the RTC Manager for the attention of the Training Provider and Programme Coordinator. The Training Provider is asked to complete and submit a Corrective Action Plan to address the concerns.

The RTC Manager, in consultation with the Programme Coordinator, monitors the implementation of the corrective action plan

The Programme Coordinator presents an analysis of Trainer Monitoring Reports and Corrective Action Plans to the Training Groups at their quarterly meetings.

Supporting Documents

- LASNTG Quality Assurance Manual
- Trainer Monitoring Report Template
- Corrective Action Plans Template
- Training Monitor Role Description
- Trainer Handbook

Reference Documents**Metrics**

- Number of visits
- Number of corrective actions
- Successful in implementing corrective actions

Related Procedures

- Dealing with Issues of Non-Conformance -Trainer Performance