

## NTP QUALITY ASSURANCE & IMPROVEMENT FRAMEWORK

### 1. Service Delivery (Work Based Learning)

Quality Indicator	Theme	Question(s)
<b>1.1 Providers develop and prepare effective work based learning provision</b>	Initial Assessment	1.1.1 How effective are our processes for initial assessment of learners?
	Induction	1.1.2 How effective are our processes for each learner's induction?
	Learning and Assessment Planning	1.1.3 How effective is our learning and assessment planning?
	Equality groups	1.1.4: How well have we designed and prepared our provision specifically to meet the needs of different equality groups?
	Transferable skills (core, meta, employability and career management skills)	1.1.5 How well have we designed and prepared to deliver transferable skills?
	Employer involvement	1.1.6: How effectively have we utilised the employer voice to inform the design and preparation of delivery?
<b>1.2 Providers plan resources for effective delivery of work based learning provision</b>	Resources (delivery environment, learning materials and technology)	1.2.1: How well do we plan resources to support effective delivery of work based learning?
<b>1.3 Providers effectively deliver and manage work based learning provision and ensure quality of delivery</b>	Learner progress	1.3.1 How effective are our approaches to setting learner goals and monitoring learner progress?
	Quality Assurance of practice leading to improvement and enhancement of services	1.3.2: How well do we review our delivery to ensure its standard and quality?
<b>1.4 Providers manage partners and stakeholders to deliver outcomes for learners and employers</b>	Effectiveness of partnerships to support transitions and/or progression	1.4.1 How well do we work with partners to support transitions and or progression of learners?
	Management of sub-contractors	1.4.2 How effective are we at managing our sub-contracted delivery?

### 2. Leadership and Quality Culture

Quality Indicator	Theme	Question(s)
<b>2.1 The provider's work based learning strategy is based on the needs and expectations of stakeholders, employers and learners</b>	Diverse recruitment to support youth/employment	2.1.1: How well does our SDS contracted provision support the Scottish government's Youth/Employment Strategy (Developing the Young Workforce)?
	Use of Labour Market Intelligence to inform service delivery	2.1.2: How well do we use labour market and economic intelligence to plan what provision we are going to offer?
<b>2.2 Leaders ensure appropriate staffing resources are in place to deliver the work-based learning strategy.</b>	Management and support of staff	2.2.1 How effective are we at managing our staff to deliver SDS funded provision?
<b>2.3 - Leaders ensure staff are appropriately skilled and motivated to deliver work-based learning provision.</b>	Staff Development	2.3.1: How effective is our staff development to support successful delivery of SDS funded provision?
<b>2.4 Leaders take ownership for the continuous improvement of quality and performance of work based learning provision</b>	Effective self assessment and continuous improvement	2.4.1: How effective are our approaches towards self assessment and continuous improvement?
	Innovation and Change	2.4.2 How well do we seek innovation and ideas to enhance our provision?

### 3. Outcomes and Impact (Your results)

Quality Indicator	Theme	Question(s)
<b>3.1 Providers achieve and maintain high levels of service delivery and outcomes for all work-based learning (WBL) provision</b>	Achievement and analysis of SDS Key Performance Indicators	3.1.1 How well are we performing and analysing our performance in relation to SDS key requirements?
<b>3.2 Work based learning provision meets the needs of employers</b>	Systematic gathering, analysis and use of employer satisfaction data	3. 2. 1 How satisfied are our employers with our service and relationship?
<b>3.3 Work based learning meets the needs of learners</b>	Systematic gathering, analysis and use of learner satisfaction data	3. 3. 1 How satisfied are learners with our provision?
<b>3.4 Providers meet all statutory, equality and funding body requirements</b>	SDS diverse recruitment	3.4.1: How well are we improving the representation of specific equality groups in our SDS funded provision?
	Awarding Body and Industry Body requirements	3.4.2: How well are we meeting the requirements of Awarding Bodies and Industry Bodies?