

# WCS

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Developing Responsive Provision

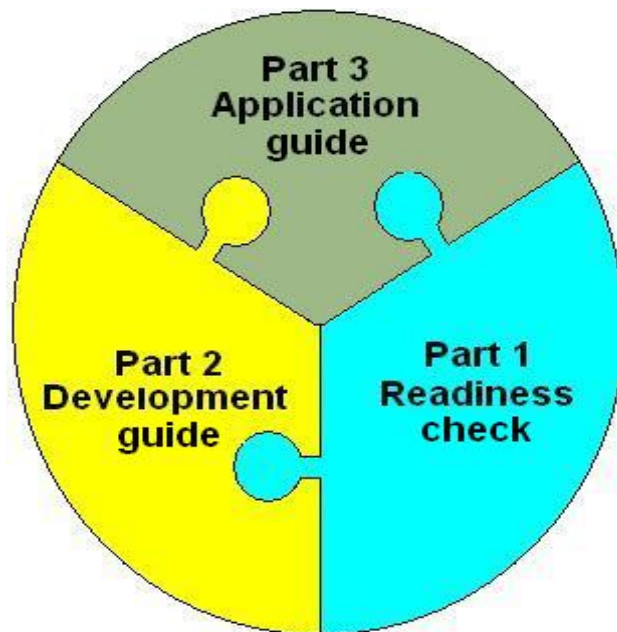
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# Training Quality Standard Part B

*Support resources for training provider organisations  
in the building services engineering sector*

## ***Part 1: Readiness check***



***Developed in association with:***

**Summit** SKILLS  
The Sector Skills Council for  
Building Services Engineering

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## Introduction

This checklist is the first part of a three-part 'suite of resources' designed to assist training providers who aspire to the Training Quality Standard (TQS) Part B certification of excellence in building services engineering. The suite of resources also includes a development guide (Part 2) and an application guide (Part 3). Appendix A of this document links the checklist questions to the appropriate sections of the development and application guides.

The checklist was designed using detailed information about the TQS and feedback from staff from seven newly certified TQS Part B construction and engineering providers, assessment feedback documentation from the TQS managing organisation, Centre for Enterprise (CFE), and in some cases, copies of the provider application documents.

When considering whether you are ready to make an application, you will need to refer first to the *Eligibility* document on the TQS website [www.trainingqualitystandard.co.uk](http://www.trainingqualitystandard.co.uk) which has details of requirements, eligibility criteria and special conditions.

Certification under the standard is tough! Only about one-third of the test phase providers were assessed at, or above, the level required to be successful. Although TQS went 'live' in the summer of 2007, only 26 out of the 43 initial applicant organisations had achieved certification by the end of 2007. Furthermore, feedback documentation and 'scores' for most of the certified providers that made up the research sample show that despite the high quality of these providers, most Part A and Part B scores did not significantly exceed the CFE pass level of 550 points per 1000.

You should also be aware that TQS assessment is concerned with **processes** as much as outcomes. It is clear from the TQS applications and the CFE feedback reviewed that the presentation of process evidence is far weaker than that of outcome evidence. This should be a major factor when considering readiness to apply!

There is, however, a range of support to help you decide whether to apply and, if you do, how to approach it. For more information visit the TQS website.

## Using the readiness checklist

These questions are designed to establish whether or not you have the processes and the subsequent outcome evidence that are indicative of the 'sector expert' employer training provision expected by the Training Quality Standard Part B. They are for your organisation's use only so to make the best use of them please answer them honestly and then refer to 'Interpreting your responses' on page 7.

Readiness checklist			Part B application reference
(1)	Have you been delivering training and development solutions* to employers for:		Basic eligibility See note 4 on page 7
a)	Over 12 months? Yes <input type="checkbox"/> No <input type="checkbox"/>		
b)	Over 3 years? Yes <input type="checkbox"/> No <input type="checkbox"/>		
(2)	Do you have a formal 'employer-focused' strategy, specifically for your 'area of operation' (sector)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 B.0.3
(3)	Can you show a clear link between your organisational employer strategy and your sector employer strategy?	Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 A.0.1
(4)	Do you regularly and formally consult your employers regarding the training solutions you offer?	Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1
(5)	Do you analyse the outcome of employer consultation and use the results to:		B.0.1 B.0.3 B.2.1
a)	Inform and/or develop your sector strategy? Yes <input type="checkbox"/> No <input type="checkbox"/>		
b)	Inform your development planning? Yes <input type="checkbox"/> No <input type="checkbox"/>		
(6)	Do you have evidence that you are constantly trying to improve the range of training products and services you offer to employers, eg a development plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.1
(7)	Do you have evidence that you are constantly trying to professionally improve/update employer-facing staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.2

<b>Readiness checklist</b>		<b>Part B application reference</b>
(8)	Do you have evidence that you are constantly trying to improve/update physical resources used to deliver training solutions to employers? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.3
(9)	Do you have dialogue with all or most of the main sector stakeholders, eg Sector Skills Council, Skills Academy, Regional Development Agency, sector advisory groups, economic development organisations, employer groups, professional organisations, award bodies, etc? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.1 B.0.3 B.1.2
(10)	Can you show that you have had an impact on the sector, eg by addressing the priorities identified in the Sector Qualification Strategy and/or Sector Skills Agreement? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.1
(11)	Do you have evidence that you understand the market in which you operate, eg the outcome of a review of national, regional and local labour market intelligence (LMI) for your sector? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.2
(12)	Do you have evidence that you understand the business needs of your employers, established through research and stakeholder and employer consultation? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1 B.1.2
(13)	Do sector staff who negotiate with employers over training solutions work closely with business development colleagues? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.2
(14)	Do you have established processes for determining the training needs of an employer that take into account the impact on their business? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.1.1 B.2.2
(15)	Do you have established processes for measuring the impact on the business as the result of a delivered training solution? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.2.1 B.2.2
(16)	Do you set 'SMART' strategic performance objectives for your sector employer activities? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.3

<b>Readiness checklist</b>		<b>Part B application reference</b>
(17)	Do you systematically review performance against these objectives? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1
(18)	Do you have a quality improvement system that operates directly on your sector training products and services? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.1 A.6
(19)	Can you show clear interaction between the results of your sector performance reviews and the main organisational quality improvement system? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.0.3 B.3.1 A.6
(20)	Do you have evidence of improving results or sustained good performance against your performance objectives? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1
(21)	Do you have evidence of improving results or sustained good performance against national sector benchmarks? Yes <input type="checkbox"/> No <input type="checkbox"/>	B.3.0 B.3.1

\*Training and development solutions will be designed specifically to meet the needs of employers. They may include apprenticeships frameworks, work-based the needs of the adult workforce, industrial short courses delivered using flexibility in attendance and location, and bespoke programmes designed specifically to meet the needs of one or more employers or employees. Importantly, a training and development solution will have been developed in consultation with one or more employers and should take into account the business needs of the employer **and** measure the business impact on them.

## Interpreting your responses

- (1) If you answered 'yes' to all, or nearly all (20 or more) of the questions, including question 1(b), you have shown that you have most (if not all) of the required processes in place. You should now refer to the application guide, which has greater detail about the requirements of a high-quality TQS Part B application. The application guide will also enable you to establish existing deficiencies (if you have any) and you could use the development guide to help you address these. If you are unsure whether to seek TQS Part B certification, you should refer to section 4.3 of the development guide 'Evaluating the impact of your development actions', which will help you decide if your sector processes can provide the level of outcome evidence required by a high-quality TQS Part B application.
- (2) If you answered 'yes' to 15 or more questions, including question 1(b), you have shown that you have most of the required processes in place. However, you also have some areas that need to be developed before you are able to submit a high-quality TQS Part B application. You should now refer to the application guide, which has greater detail about the requirements of a high-quality TQS Part B application. It will enable you to establish your existing deficiencies and you should then use the development guide to help you to take improvement action. The development guide is also designed to assist organisations to make the decision whether to seek TQS Part B certification.
- (3) If you answered 'yes' to fewer than 15 questions, including question 1(b), you have shown that your sector provision needs development before you are able to submit a high-quality TQS Part B application. You should refer to the development guide, which will enable you to establish your deficiencies and take improvement action. The development guide is also designed to assist organisations to make the decision whether to seek TQS Part B certification.
- (4) If you answered 'no' to question 1(b), even if you answered yes to most of the other questions, you should consider whether your sector processes have been established long enough to provide the level of outcome evidence required by a high-quality TQS Part B application. Section 4.3 of the development guide 'Evaluating the impact of your development actions' will help you to do this.

## Appendix A:

### Checklist questions cross-referenced to the relevant section of the development guide and application guide

Checklist questions	Development guide reference	Application guide reference
(2) Do you have a formal 'employer-focused' strategy, specifically for your 'area of operation' (sector)?	Section 3.5 Pages 11 to 18	Section B.0 Pages 7 to 10
(3) Can you show a clear link between your organisational employer strategy and your sector employer strategy?	Section 3.5 Pages 12 + 17	Section B.0 Pages 8 + 9
(4) Do you regularly and formally consult your employers regarding the training solutions you offer?	Section 3.5 Pages 12 to 15	Section B.1 Pages 13 to 15
(5a) Do you analyse the outcome of employer consultation and use the results to inform and/or develop your sector strategy?	Section 3.5 Pages 14 + 17	Section B.1 Page 15
(5b) Do you analyse the outcome of employer consultation and use the results to inform your development planning?	Section 3.5 Page 20	Section B.2 Pages 17 to 18
(6) Do you have evidence that you are constantly trying to improve the range of training products and services you offer to employers, eg a development plan?	Section 3.5 Pages 19 to 21	Section B.2 Pages 17 to 18
(7) Do you have evidence that you are constantly trying to professionally improve/update employer-facing staff?	Section 3.5 Pages 21 to 22	Section B.2 Pages 19 to 20
(8) Do you have evidence that you are constantly trying to improve/update physical resources used to deliver training solutions to employers?	Section 3.5 Page 23	Section B.2 Page 20
(9) Do you have dialogue with all or most of the main sector stakeholders?	Section 3.5 Pages 15 to 16	Section B.1 Page 16
(10) Can you show that you have had an impact on the sector, eg by addressing the priorities identified in the Sector Qualification Strategy	Section 3.8 Pages 23 to 27	Section B.3 Page 22

and/or Sector Skills Agreement?		
<b>Checklist questions</b>	<b>Development guide reference</b>	<b>Application guide reference</b>
(11) Do you have evidence that you understand the market in which you operate, eg the outcome of a review of national, regional and local labour market intelligence (LMI) for your sector?	Section 3.5 Pages 16 to 17	Section B.0 Page 11
(12) Do you have evidence that you understand the business needs of your employers, established through research and stakeholder and employer consultation?	Section 3.5 Pages 12 to 17	Section B.0 Page 11 Section B.1 Pages 13 to 16
(13) Do sector staff who negotiate with employers over training solutions work closely with business development colleagues?	Section 3.7 Pages 21 to 23	Section B.2 Pages 19 to 20
(14) Do you have established processes for determining the training needs of an employer that take into account the impact on their business?  (15) Do you have established processes for measuring the impact on the business as the result of a delivered training solution?	Section 3.5 Pages 21 to 22 Section 3.8 Pages 26 to 27	Section B.2 Page 19 Section B.3 Page 22
(16) Do you set 'SMART' strategic performance objectives for your sector employer activities?	Section 3.6 Pages 18 to 19	Section B.0 Pages 7, 8 + 12
(17) Do you systematically review performance against these objectives?	Section 3.8 Pages 23 to 27	Section B.3 Pages 21 to 22
(18) Do you have a quality improvement system that operates directly on your sector training products and services?  (19) Can you show clear interaction between the results of your sector performance reviews and the main organisational quality improvement system?	Section 3.8 Pages 23 to 25	Section B.3 Pages 21 to 22
(20) Do you have evidence of improving results or sustained good performance against your performance objectives?  (21) Do you have evidence of improving results or	Section 3.8	Section B.3

sustained good performance against national sector benchmarks?	Pages 23 to 27	Pages 21 to 22
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