

Quality Policy for Training and Coaching

Our trainers and coaches are all suitably qualified and experienced for the work they undertake.

Associate trainers and coaches are required to evidence their suitability through provision of qualification certificates, records of continuing professional development, work history and references. We may also observe their work to monitor their performance.

Our trainers and coaches maintain continuing professional development ensuring current knowledge and skills through attending training or receiving coaching, through use of research and reading materials, attendance at conferences and seminars, or work with a mentor or subject matter expert.

We monitor the quality of all training and coaching provision through our own internal reviews, and by collecting evaluation data from participants, and through feedback from the client organisation's stakeholders and / or managers.

We monitor the quality of venues, resources, materials and handouts for all training programmes and coaching sessions to ensure that they are suitable, accessible and enhance the learning opportunity.

Any delegate or client organisation wishing to make a complaint about the service provided by Challenge Manager may do so in writing to Challenge Manager using the info@challengemanager.co.uk email address.

The complaint will be dealt with by another member of the Challenge Manager team and wherever possible, a response will be provided within seven days of receipt of the complaint. If a response cannot be provided within seven days, Challenge Manager will inform the complainant when a response can be expected. If required an independent third party may be contracted to resolve the complaint.

For ILM Programmes

We will work in close communication with the ILM External Verifier, and the Quality Team at the ILM to ensure that our programmes meet the ILM standards.

We will assign an Internal Quality Assessor (IQA) to each programme as well as a lead facilitator. The IQA will be responsible for monitoring the programme to ensure it is being delivered in accordance with the programme specifications.

The IQA will ensure that venues, resources, handouts and other materials are at the level of quality we have defined for our programmes.

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The IQA will deal with any queries or issues raised by the facilitators, candidates or client organisation regarding the quality of any aspect of the programme and the delivery of that programme

All of the Challenge Manager team will take lead facilitator, trainer, assessor and IQA roles for programmes so that we are each able to skilfully carry out any of these functions.

Our programme details and assessment criteria will be available to all candidates and to the client organisation so that these are open and we can be held accountable for delivering what we have promised.

The IQA will carry out checks on random samples of materials, assessments and marking to ensure fairness and consistency. A record will be kept of these IQA checks with all other records for each programme.

The IQA will feedback the outcome of these checks to the trainer, facilitator or assessor as appropriate. Where changes are required to maintain high quality standards, these will be agreed at a quality review meeting that the IQA will arrange as required.

If we use additional associates on our programmes, these associates will only take the role of trainer, so that there is a consistency to the administration of the programmes, with scope for variety on presentation methods. Associates will not be responsible for marking assessments.

We will only use associates that are known to us and have worked with us previously. The IQA will carry out random observations of the associates at work to ensure that they work to the quality standards we require and in accordance with our equality policy.

Assessments will be marked by the lead facilitator for any one programme. Where a number of facilitators are contributing to a programme a lead facilitator will be nominated for dealing with all administrative matters and queries by delegates, and for communication with the ILM. This lead facilitator will be the assessor for the programme.

A random selection of the assessments will be checked by another member of the Challenge Manager team who has the IQA role for that programme. Agreement will be reached about the marks awarded to each of these assessments by review between the assessor and the IQA where required.

In the first instance any appeal about assessment decisions should be brought to the lead facilitator in writing within seven days of receipt of the assessment decision. Delegates should provide clear details of the reason for their appeal against the assessment decision.

The lead facilitator will meet with the delegates within seven days of receipt of the appeal to review the assessment. The lead facilitator will then provide a written decision of the outcome of that meeting within seven days of the meeting date.

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If the delegate is not satisfied with this outcome, they may put their appeal in writing within seven days of receipt of the appeal decision, to Challenge Manager and another member of the team will review the assessment. This review will be conducted within seven days of receipt of the second appeal.

If necessary or requested, the reviewer will meet with the delegate within this seven day time frame.

A decision will then be made and a response provided to the delegate within seven days of this meeting.

This second decision will be final as far as the internal appeal process is concerned.

Decisions taken following an appeal may include:

1. explaining the marks awarded and confirming the opinion that these are valid and reasonable marks for the work submitted
2. explaining the marks awarded and identifying where improvements could be made, then offering the opportunity to resubmit the work, if this is permitted within the guidelines set down by the ILM
3. revising the marks based on a discussion which leads to the conclusion that the marks awarded were not appropriate to the standard of the assignment submitted

All communication regarding an appeal will be kept on the delegate's record until completion of the programme and final sign off by the External Verifier / Certificates are received.

If the candidate has lodged a further appeal with the ILM we will hold all records until any such appeals are completed.

Minutes will be taken at all meetings and a copy will be sent to the delegate as well as kept on record.

We will provide all delegates with a copy of the internal appeals process when they receive the assessment details.

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