

Quality Assessment - reviewed version

Area	Thread	Level 1 - Basic	Level 2 - Developing	Level 3 - Competent	Level 4 - Advanced	Level 5 - Guaranteed Quality
Courses	Courses offer and development	The company primarily offers generic courses that are not tailored to the specific needs of customers or their employees. The company does not offer any certified or in-house developed courses.	The company offers a mix of generic and certified courses, but does not offer any in-house developed courses. The courses may not be fully tailored to the specific needs of customers or their employees.	The company offers a mix of generic, certified, and in-house developed courses. The courses are tailored to the specific needs of customers and their employees to some extent.	The company primarily offers certified and in-house developed courses that are fully tailored to the specific needs of customers and their employees.	The company offers a wide range of certified and in-house developed courses that are fully tailored to the specific needs of customers and their employees. The company regularly updates and improves its course offerings based on feedback and changing industry trends.
	Curriculum	The curriculum covers the minimum required topics, but may not adequately address students' learning needs.	The curriculum is relevant to students' learning needs, but may lack depth or coherence.	The curriculum is well-designed, covering relevant topics and providing students with a solid foundation for their vocational training.	The curriculum goes above and beyond, incorporating innovative teaching methods and addressing emerging topics in the field.	The curriculum is of the highest quality, incorporating the latest research and best practices, and preparing students for success in their chosen career paths.
	Effectiveness of the teaching methods	Teaching methods are mostly lecture-based with limited interaction and engagement with students.	Teaching methods are becoming more varied and interactive, but could benefit from more student-centered approaches.	Teaching methods are varied and include active learning, group work, and other student-centered approaches that foster engagement and participation.	Teaching methods are innovative, flexible, and responsive to the diverse learning needs of students. They are designed to promote critical thinking, problem-solving, and creativity.	Teaching methods are exceptional in terms of their effectiveness and ability to support student learning outcomes. They are regularly reviewed and updated to ensure ongoing improvement and are based on the latest research in teaching and learning.
	Availability of resources	The company provides the minimum necessary resources to support learning, including basic textbooks and materials.	The company offers an expanding range of resources, including digital and multimedia materials, to supplement learning.	The company provides a comprehensive range of high-quality resources that support a variety of learning styles and are regularly updated.	The company offers cutting-edge resources that incorporate the latest technology and teaching methods to enhance the learning experience.	The company provides an unparalleled range of resources that are tailored to the needs and interests of individual learners, and are continuously evaluated and updated to ensure ongoing improvement.
	Software	The company uses software with appropriate licenses, but may not have enough licenses to accommodate all students.	The company uses software with appropriate licenses and has enough licenses for all students. The software is relevant to the subject of the course and enhances the learning experience.			
Customers (employers)	Training assessment	The company does not have a formal process for assessing and evaluating employers' needs, or relies on generic, one-size-fits-all training programs.	The company is beginning to develop a process for assessing and evaluating employers' needs, but it may not be comprehensive or fully integrated into the training programs.	The company has a formal process for assessing and evaluating employers' needs, and uses this information to tailor training programs to the specific needs of individual employers.	The company has a comprehensive process for assessing and evaluating employers' needs, and uses a variety of tools and methods to gather information and feedback from employers. The company also regularly reviews and updates its training programs based on this feedback.	The company has a rigorous and ongoing process for assessing and evaluating employers' needs, and continuously adapts and improves its training programs to ensure they are meeting the changing needs of employers. The company has a strong track record of success in delivering high-quality training that meets the needs of its employer clients.
	Training plans development			The offers some support to customers in developing training plans for their employees. This may include providing basic resources or templates, but customers may still need to invest significant time and effort in creating their plans.	The company provides comprehensive support to customers in developing training plans for their employees. This may include one-on-one consultations, customized training plans, and ongoing support throughout the training process.	The company goes above and beyond in supporting customers in developing training plans for their employees. This may include conducting needs assessments, designing tailored training programs, and providing ongoing monitoring and evaluation of employee progress.
	Customer service	The company provides customer service.	The company has a dedicated customer service team in place, and generally responds to employer inquiries and concerns in a timely and professional manner. However, there may still be some areas for improvement in terms of meeting the unique needs and requirements of each employer.	The company provides prompt and professional customer service to customers throughout the training process. The company has a dedicated customer service team that is responsive and knowledgeable about the training programs and can address customer inquiries or concerns in a timely manner.	The company goes above and beyond to provide exceptional service to customers. The company proactively reaches out to customers to check on their satisfaction and addresses any issues or concerns quickly and effectively. The company's customer service team is highly trained and knowledgeable about the industry and can provide valuable insights and guidance to customers.	The company has a strong reputation for going above and beyond to meet the unique needs and requirements of each customer and is proactive in addressing any issues or concerns that may arise. The company's customer service team is highly skilled, knowledgeable, and dedicated to providing the best possible experience to customers throughout the training process.
Students	Training evaluation	Reaction - the company collect feedback from students about their overall satisfaction with the training. Students may rate the training on factors such as relevance, usefulness, and engagement.	Learning - the company assesses the degree to which students acquire knowledge, skills, and attitudes from the training program. This can be measured through various assessments such as quizzes, exams, or observations.	Behavior - the company evaluates the degree to which students transfer the knowledge and skills learned in the training to their job or work environment. This can be done through self-assessment, peer assessments, and supervisor assessments.	Results - the company measures the impact of the training on customers' outcomes such as productivity, quality, or customer satisfaction. This can be done through observation, data analysis, and other performance indicators.	ROI - the company evaluates the financial impact for customers of the training program. This can be done by comparing the cost of the training to the financial benefits or savings achieved as a result of the training program.
	Support and guidance provided to students	Students receive basic support and guidance to help them navigate the learning experience, such as access to a syllabus, basic study materials, and minimal guidance from instructors.	Students receive some level of support and guidance, such as access to additional learning resources, study groups, and occasional feedback from instructors.	Students receive comprehensive support and guidance throughout their learning experience, such as access to a variety of learning resources, regular feedback and mentoring from instructors, and guidance on career pathways.	Students receive exceptional support and guidance throughout their learning experience, including personalized support from instructors, access to a wide range of learning resources, and career coaching.	Students receive unparalleled support and guidance throughout their learning experience, with access to cutting-edge learning resources, personalized coaching and mentoring, and a commitment to ongoing support for career development.
Trainers	Proficiency	Trainers have knowledge in their field and are developing their teaching skills.	Trainers have a good understanding of their field and are working to improve their communication and classroom management skills.	Trainers have strong knowledge and experience in their field and are able to effectively convey information to students, but may lack some advanced teaching skills.	Trainers have extensive knowledge and experience in their field, possess advanced teaching skills, and are able to effectively engage and inspire students.	Trainers are experts in their field with extensive knowledge and experience, possess exceptional teaching skills, and are able to tailor their approach to meet the unique needs of each student. They consistently receive high ratings and positive feedback from students.
	Professional development		The company offers some support for trainer development, such as access to online resources or occasional training sessions. However, the level of support may not be consistent or tailored to individual trainer needs.	The company has a structured approach to supporting trainer development, with opportunities for ongoing training and access to a range of professional development resources. Trainers are encouraged to participate in ongoing professional development activities and are provided with regular feedback and coaching.	The company provides extensive support for trainer development, including personalized coaching and mentoring, regular opportunities for ongoing training and professional development, and access to a range of resources and tools to support their work. Trainers are encouraged to take an active role in shaping the company's training programs and are given opportunities to share their knowledge and expertise with others.	The company is committed to providing the highest level of support for trainer development, with a focus on continuous improvement and innovation. Trainers are viewed as key contributors to the success of the company and are provided with extensive resources, tools, and support to ensure they are able to deliver the highest quality training possible. The company regularly evaluates its trainer development programs and makes changes as needed to ensure they are meeting the evolving needs of trainers and students alike.
	Involvement in training assessment		Trainers are informed and aware of the needs of customers and students.	Trainers are somewhat involved in assessing the needs of customers and students, and may have some input into course customization.	Trainers are actively involved in assessing the needs of customers and students and have a strong understanding of how to tailor training to meet those needs. They work closely with customers and students to identify areas of improvement and develop customized training plans that are effective in meeting those needs.	Trainers are highly skilled at assessing the needs of customers and students and have a deep understanding of how to effectively tailor training to meet those needs. They regularly seek feedback from customers and students and use that feedback to continually improve the training process and outcomes.
Training company	Accessibility of facilities (e.g. classrooms, labs, equipment)	The facilities are clean, safe, and provide a comfortable learning environment for students.	The facilities meet basic requirements for student learning and are well-maintained. Amenities and services are available.	The facilities are accessible, well-maintained, and meet basic requirements for student learning. Amenities and services are available and easily accessible.	The facilities go beyond basic requirements and provide an excellent learning environment. Equipment and resources are up-to-date and readily available.	The facilities are of exceptional quality and provide an outstanding learning environment. State-of-the-art equipment and resources are readily available, and amenities and services are of the highest standard.
	Communication	The company has limited communication channels, such as a basic website or email address. Information about their services, terms and conditions, and other important details may be unclear or difficult to access. The company may not have a presence on social media or other online platforms.	The company has a website and email address for communication, but there may be some gaps in information or clarity around their services, terms and conditions, or other important details. The company may have a basic presence on social media or other online platforms, but this may not be consistently updated or utilized effectively.	The company has a well-designed website that clearly and accurately describes their services, terms and conditions, and other important details. Communication with the company is responsive and professional, and there are multiple channels for contacting them. The company has a consistent and engaging presence on social media and other online platforms.	The company's communication is exceptional, with regular and clear updates on their services, terms and conditions, and other important details. They have a responsive and professional customer service team that is readily available to answer questions and provide support. The company has a strong and engaging presence on social media and other online platforms, regularly sharing valuable content and engaging with their audience.	The company's communication is of the highest quality, with an exceptional website and a customer service team that goes above and beyond to ensure that all communication is clear, accurate, and responsive. The company actively seeks out feedback and uses it to continually improve their communication and services. They have a strong and engaging presence on social media and other online platforms, regularly sharing valuable content, and engaging with their audience.
	Environment	The company has taken some initial steps towards sustainability, such as implementing basic recycling programs or energy-saving initiatives.	The company has developed a sustainability strategy and has implemented initiatives to address environmental issues.	The company has established sustainability practices in place, including a clear reporting framework and measurable metrics.	The company is recognized for its sustainability practices and has received external validation from third-party organizations or industry groups.	The company has established and implemented robust sustainability practices that provide a guarantee of quality to stakeholders, including a clear commitment to sustainability goals, transparency in reporting, and a demonstrated positive impact on the environment and the business itself.
	Social Responsibility	The company has taken some initial steps towards social responsibility, such as implementing basic diversity and inclusion initiatives or offering flexible work arrangements.	The company has developed a social responsibility strategy and has implemented initiatives to address key social issues, such as improving work-life balance, promoting gender equality, or supporting local communities.	The company has established social responsibility practices in place, including a clear reporting framework and measurable metrics.	The company is recognized for its social responsibility practices and has received external validation from third-party organizations or industry groups.	The company has established and implemented robust social responsibility practices that provide a guarantee of quality to stakeholders, including a clear commitment to social responsibility goals, transparency in reporting, and a demonstrated positive impact on key social issues, such as promoting diversity and inclusion, supporting work-life balance, and addressing cultural issues.
	Governance	The company has taken some initial steps towards good governance, such as implementing basic compliance policies or having a clear code of conduct.	The company has developed a governance strategy and has implemented initiatives to improve its governance practices, such as enhancing board independence or strengthening internal controls.	The company has established governance practices in place, including a clear reporting framework and measurable metrics.	The company is recognized for its governance practices and has received external validation from third-party organizations or industry groups.	The company has demonstrated a strong commitment to good governance through concrete actions, such as implementing policies and processes that promote transparency, accountability, and ethical behavior, or establishing strong relationships with stakeholders.