



Quality Assurance & Training Lead Accreditation Framework

Personal Development Tool



March 2024 V2

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Introduction

The Quality Assurance & Training Lead (QATL) Accreditation Framework is a development tool designed to sit alongside an individual's Personal Development Plan.

This Accreditation Framework is applicable to QATLs following successful completion of Induction and achieving accreditation to deliver all classroom training courses.

The two-stage framework provides an overview of the skills and capabilities needed to achieve 'Intermediate' and 'Advanced' levels of postmaster training delivery. This supports QATLs to recognise any capability gaps or development areas they may have and outlines the activities that can support them to improve these. This development can enhance job performance and support future career goals. However, it is important to note that this sits entirely separate from performance management processes. The framework is optional – those who choose to undertake it will be rewarded for attaining each level.

As the first of its kind, this framework was developed with support from key stakeholders: Human Resources; Learning & Development; Employee Relations; Reward; and the Retail Operations Lead team.

Whilst QATLs are responsible for their own personal development and growth, this document provides information and reference to support material.

Quality Assurance & Training Lead Accreditation Levels

To be accredited at 'Intermediate Level' status, a Quality Assurance and Training Lead must demonstrate the following:

- A minimum of three consecutive formal observations graded Competent with development (CWD) or Fully Competent (FC)
- A comprehensive knowledge of procedures, policies, security, support mechanisms.
- A collaborative working relationship with stakeholders i.e. Strategic Partner Managers, , Postmasters, Contracts Managers, , Business Support Managers, , Area Managers, other field based teams and the wider Training Delivery team.
- A minimum of 2 consecutive positive Counter Training Office (CTO) audit reports evidencing the CTO is effectively managed.
- A minimum of 2 consecutive monthly completed Counter Training Office (CTO) Stock Inventory audits evidencing the CTO is effectively stocked and managed.
- The sharing of personal experience through the buddy role system, sharing best practices in team meetings and conference calls etc.
- Supported the onboarding of a new QATL through buddying, shadowing and support in delivering, which resulted in the new QATLs successful sign-off
- A good working knowledge of 'learning & development'
- Good technical skills including use of Microsoft Office, Sharepoint and Teams
- A good working knowledge of the Training Delivery Resource Centre, and the Retail Training Team Engagement Hub.
- Proactively taken steps for personal development and growth; keeping on top of changes within the business that affect the role
- A good working knowledge of the wider roles within the Retail Engagement Director's team. A minimum of two consecutive quarterly knowledge test results of 80% or above.

To be accredited at 'Advanced Level' status, a Quality Assurance and Training Lead must demonstrate the following:

- A minimum of three consecutive formal observations graded Fully Competent (FC)
- Delivered "Train the Trainer" sessions for one or more modules or courses/change of courses
- Completion of two or more relevant modules for Personal Development through the Success Factors learning site to enhance their knowledge and skills, their role, and develop their team, and/or achievement of a relevant and recognized professional training qualification.
- Support of the Regional Lead Training Manager in activities such as Regional Team Meetings, conference calls, meetings, interviews etc.
- Demonstrated a proactive approach to their champion area/role to develop their team.
- Support the development of other Quality Assurance and Training Leads with one or more mentees
- Regular feedback of ways to enhance training material/content/methods for Classroom training and working with the Learning design training team to implement where appropriate
- Contribution to the evolvement of the Training Delivery team.

Suggested material to evidence accreditation at Intermediate and/or Advanced Level is justified:

- Fully completed and signed formal and approved Observation forms
- Counter Training Office and Stock Inventory audit reports
- Stakeholder feedback that recognises and evidences collaborative working
- Records of contribution to new QATLs accreditation completion.
- Monitoring reviews and feedback in One to Ones that evidences the relevant behaviour is consistently being demonstrated
- . Records of new Classroom Trainer Induction completion.
- Records of “Train the Trainer” events and contribution
- Quarterly Knowledge test results
- Success Factors will evidence a QATL’s personal development i.e. courses completed.
- Recognised and relevant professional qualification certification
- Design and implementation records of the identified enhancements to training material/ content/methods/project work
- Design and implementation records of the ideas and contribution to the evolvement of Postmaster Training processes, policies and procedures.

Quality Assurance & Training Lead Accreditation reward and recognition

Accreditation level	Financial reward	Recognition
Intermediate	£500 increase to annual salary	Framed certificate
Advanced	£1500 increase to annual salary	Framed certificate Potential job title change – TBC

Personal Development toolkit

Quality Assurance and Training Leads and their Line Managers will have the following materials to support with personal development and growth:

- Quality Assurance & Training Lead Job Description(s)
- Quality Assurance & Training Lead Observation form
- Quality Assurance & Training Lead Personal Development Plan
- Development of a SWOT analysis
- Success Factors learning catalogue
- Learning & Development reading materials in SFs, books, internet reference sites

Frequently Asked Questions

1. Are there minimum timescales for QATLs to move across the accreditation framework?

There are no set minimum timescales. The accreditation is determined by completion and evidence of all elements in each level.

2. Will a QATL who is still in their probationary period qualify for these accreditation levels?

Due to the different elements that need to be evidenced it is not anticipated that a new QATL still in their probationary period would be able to qualify. However, they should be able to start evidencing as soon as they are signed off probation and have achieved Induction accreditation in all classroom training courses

3. I'm not interested in accreditation, I just enjoy doing my job.

It's great that you are enjoying your role. The framework is designed to support QATLs to recognise any capability gaps or development areas they may have and the activities that support them to improve these.

4. Does this mean that the Regional Lead Training Managers will be observing me every month?

As the Line Manager, it is the Regional Training Manager's responsibility to support you. One great way to provide support is through observation and feedback. The frequency of observation depends on a number of factors i.e. the experience of the QATL, if the QATL is delivering a new classroom course, if the QATL requests additional support via an observation. As a minimum, each QATL will be observed on a quarterly basis.

5. Will a QATL need to keep evidence of completion of the elements required for each level of accreditation?

It would be good practice to group everything together as part of a portfolio towards accreditation and this can be reviewed together with other resource i.e. Success Factors and external qualification study where required.

6. Why was this framework introduced?

The framework was introduced to support the QATL role and offer further development opportunities elevating a Personal Development Plan. We want to support QATLs to develop and provide centres of excellence with first rate training by professionals.

7. Will the Regional Lead Training Managers take part in the Accreditation Framework?

This Accreditation Framework is specific to the QATL role. It is the Regional Lead Training Managers, responsibility to support QATLs, not to go through this framework themselves.

8. I already hold a professional training qualification which I believe is relevant, will this count?

Your Line Manager will consider any relevant professional training qualification that may support this framework.

9. Who has the final decision on whether I have completed an activity or achieved one of the accreditation levels?

Your Line Manager will work with you and confirm the completion of activities and achievement of accreditation levels. Ultimately, the Head of Training Delivery will have the final decision.

10. When would I receive the salary increase for attaining one of the levels?

On successful completion of each accreditation level of the framework, your Line Manager will complete the request to HR for your salary increase. This is subject to payroll cut-off dates.

Notes

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Document control

Document version control

Summary

GE policy sponsor	Standard owner	Standard implementer	Standard approver
N/A	Ranjeet Jouhal (Head of Training Delivery)	Ranjeet Jouhal (Head of Training Delivery)	Ranjeet Jouhal (Head of Training Delivery)
	Document review period	Framework – effective date	Framework document location
2.0	Annual	December 2023	Training Delivery Resource Centre

Revision history

Version	Date	Changes	Updated by
1.0	February 2020	Final approved and live document	Maree Young
2.0	17.01.24	<p>Annual review</p> <p>Introduction page 2 - Addition of explanation that the Framework applies following the Quality Assurance and Training Lead's successful completion of Induction Accreditation</p> <p>Accreditation Levels "Intermediate level" page 3 - Removal of reference to historic roles and historic QATL responsibilities. Amendment of role titles to bring up to date. Addition of "A minimum of 2 consecutive monthly CTO stock inventory completions. Addition of "Sharepoint" as a good technical skill needed. Removal of reference to "Knowledge Centre" and updated with "Training Delivery Recourse Centre" and "Retail Training Engagement Hub". Addition of "A minimum of two consecutive quarterly knowledge tests results of 80% or above" and change reference to "Retail Operations" Retail Engagement Director's team".</p> <p>Accreditation Levels "Advanced level" page 3 - Removal of reference to People Management Fundamentals. Enhanced explanation of Train the Trainer status. Expanded explanation of criteria to achieve additional relevant learning modules via Success Factors for Personal Development, and/or relevant and recognised professional qualification. Clarity of how Champion status can be demonstrated. Clarity of how QATL can support the development of new/other classroom trainers and how QATL can feedback ways to enhance training material/content/delivery and amendment to wording regarding the contribution to the involvement of the training delivery team.</p> <p>Suggested material to evidence accreditation - page 5 - Removal of historic roles and responsibilities. Amended wording to provide better explanations.</p> <p>Accreditation reward and recognition page 6 - Removal of reference to skills and capability matrixes as these are no longer used. Removal of reference to Level 3 Apprenticeship as this not the preferred course of learning to a professional qualification.</p> <p>Frequently Asked Questions page 7 - Removal of question referencing CTOs not yet open. Update of Regional Lead Training Manager role title. Additional wording in answer 2 to include explanation that Induction accreditation in all classroom courses is to be achieved prior to the Accreditation Framework levels. Removal of question which related to the Framework launch in February 2020 as no longer relevant.</p>	Maree Young Christine Moore
2.0	31.01.24	Signed off by Head of Training Delivery	Ranjeet Jouhal
2.0	31.01.24	Sent to Head of Industrial Relations	Jo Stammers
2.0	06.02.24	Jo Stammers sent Framework document to Unite	Jo Stammers
2.0	14.02.24	Jo Stammers confirmed no comments received from Unite	Jo Stammers

