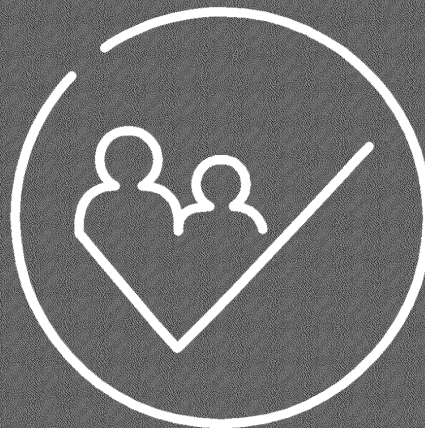




Quality Assurance & Training Lead Accreditation Framework

Personal Development Tool



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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.

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 has been 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)
- Accreditation to perform at least three additional classroom courses (e.g. one-day classroom courses)
- A significant improvement shown in a Training Advisor's competence through the Quality Assurance and development programme
- A comprehensive knowledge of procedures, policies, security, support mechanisms.
- A collaborative working relationship with stakeholders i.e. Retailers, Postmasters, Change Managers, Business Support Managers, Support Advisors, Area Managers, Retail Operations Lead Team
- A minimum of 2 consecutive positive Counter Training Office (CTO) audit reports evidencing the CTO is effectively 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 and Teams
- A good working knowledge of the Knowledge Centre
- 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 Retail Operations

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)
- Accreditation to perform all classroom courses
- Attainment of 'Train the Trainer' status
- Completion of People Management Fundamentals
- Achievement of a relevant and recognised professional training qualification
- Regular attendance and contribution/presentation at stakeholder meetings
- Support of the Regional Onboarding & Training Manager in activities such as Regional Team Meetings, conference calls, Network meetings, interviews etc.
- 'Champion' role status within the Region/Network team
- 'Subject Matter Expert' status in a number of subjects
- Support the development of other Quality Assurance and Training Leads with one or more mentees
- Regular identification of ways to enhance training material/content/methods for Classroom and On-site training and working with the Retail Operations training and delivery team to implement where appropriate
- Contribution to the evolvement of Retail Operations training and delivery

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

- Fully completed and signed formal and approved Observation forms
- Invitations to stakeholder meetings and agendas evidence good working relationships and expected input/collaborative working
- Counter Training Office audit reports
- Stakeholder feedback that recognises and evidences collaborative working
- Training Advisor Coaching and feedback records evidencing that development opportunities were identified and relevant actions agreed, resulting in the TA demonstrating significant improvements in competency
- New Quality Assurance and Training Leads accreditation records
- Monitoring reviews and feedback in One to Ones that evidences the relevant behaviour is consistently being demonstrated
- Quality Assurance records and Training Advisor development and growth – Training Advisors accreditations and observations graded Competent with development/ Fully Competent
- QATL Capability matrix evidences accreditation for each classroom course and Train the Trainer status attained
- Success Factors will evidence a QATL's personal development i.e. PMF course progress/completion
- Qualification study, practical and 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 evolution of Retail Operations Training

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 Skills Matrix
- Quality Assurance & Training Lead Capability Matrix
- 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
- Learning & Development Practitioner Standard (Level 3 Apprenticeship)

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.

3. My Counter Training Office isn't open yet so can I take part?

We are aware that a number of CTOs are still under development. You will still be eligible as you will be delivering training at other locations in the interim and performing the full remit of the QATL role. The accreditation is specific to the QATL role and not dependent on location.

4. 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.

5. Does this mean that the Regional 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.

6. 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.

7. Why has this framework been introduced?

The framework has been 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.

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

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

9. Can my previously completed activities count towards these accreditation levels?

This framework is being implemented from the start of the new financial year, therefore all activities from this date will count towards the accreditation levels.

10. 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.

11. 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 Postmaster 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.

