

Standards: Guidance Document

Effective Date: 01/04/2025

Review Date: 01/04/2025

Version: 1.0

Introduction

The following standards are designed to provide a clear framework for evaluating training facilities and ensuring compliance with health, safety, and operational requirements. These standards align with the application form and serve as a guideline for both applicants and assessors. They aim to establish a consistent and transparent process for assessing training organisations, ensuring that they meet the necessary criteria for delivering high-quality training.

The standards address key areas such as facility suitability, health and safety measures, operational practices, and customer service. By adhering to these standards, training providers can demonstrate their commitment to creating a safe, effective, and engaging learning environment for all participants.

Each standard begins with a specific question related to the application form, followed by an explanation of its significance. Additionally, a list of required documentation or evidence is provided to support the information submitted. This structure not only facilitates a thorough review of applications but also helps organisations identify areas for improvement, ultimately enhancing the overall quality of their training delivery.



By implementing these standards, we aim to foster a culture of excellence and accountability in the training industry, ensuring that all candidates receive the highest standard of education and support.

Stage 1 – Basic Details

1. Select Training Industry Type

What industry does your training service fall under?

This information helps us categorise your training offerings and ensure the appropriate standards are applied.

Required Documentation: None.

2. Company Name

What is the name of your training organisation?

This identifies your business and is essential for record-keeping.

Required Documentation: None.

3. Contact Name

Who is the primary contact for this application?

This ensures we have a point of contact for any queries regarding your application.



Required Documentation: None.

4. Your Job Role

What is your position within the organisation?

Understanding your role helps us gauge the level of authority in the application process.

Required Documentation: None.

5. Contact Number

What is the best number to reach you?

This facilitates communication regarding your application status.

Required Documentation: None.

6. Contact Email Address

What is your email address?

This is necessary for sending updates and correspondence related to the application.

Required Documentation: None.

7. Venue Address

Where will the training take place?



This helps us understand the physical location where training is delivered.

Required Documentation: None.

Stage 2 – Facility

1. Classroom Environment: Candidate Capacity

How many candidates are permitted in the classroom?

This ensures compliance with health and safety regulations and maximises learning effectiveness.

Required Documentation: None.

2. Room Dimensions

What are the dimensions of the training room?

Knowing the room size helps assess suitability for the number of candidates and training activities.

Required Documentation: None.

3. Lighting

What type of lighting is available in the room?



Adequate lighting is essential for creating a conducive learning environment.

Required Documentation: None.

4. Temperature Control

What methods are in place for temperature control?

This ensures a comfortable learning environment, critical for participant engagement and retention.

Required Documentation: None.

5. Acoustics

What measures ensure suitable acoustics and minimise disruptions?

Good acoustics are vital for effective communication during training sessions.

Required Documentation: None.

6. Room Layout Photo

Please provide a photo of the classroom layout.

This visual helps us assess the room's suitability for training delivery.

Required Documentation: Photograph upload.

7. Learning Materials



What materials do you provide to support your training?

Relevant materials enhance the learning experience and provide additional resources for candidates.

Required Documentation: None.

8. Training Aids

What aids do you supply to support your training delivery?

Effective training aids can significantly enhance understanding and engagement.

Required Documentation: None.

Stage 3 – Health and Safety

1. Evacuation Plan

Do you have an evacuation plan in place?

An evacuation plan ensures the safety of all individuals in case of an emergency.

Required Documentation: None.

2. Plan Display and Explanation

Is the evacuation plan displayed and explained?



Ensuring everyone is aware of the plan is crucial for safety compliance.

Required Documentation: None.

3. Emergency Exits and Muster Point

Do you have designated emergency exits and a muster point?

Clear exits and a muster point are essential for effective emergency response.

Required Documentation: None.

4. Fire Safety Equipment

Is fire safety equipment available and up to date?

Access to fire safety equipment is critical for safeguarding participants.

Required Documentation: Photograph of equipment.

5. First Aid Kit

Is a first aid kit available near the classroom?

Having a first aid kit accessible is important for addressing any medical emergencies.

Required Documentation: Photograph of equipment.

6. Restroom Facilities

Do you provide dedicated private restroom facilities?



Adequate restroom facilities contribute to the overall comfort and convenience for candidates.

Required Documentation: None.

7. Facility Inspections

How often are restroom facilities inspected for cleanliness?

Regular inspections ensure a hygienic environment for all participants.

Required Documentation: None.

8. Refreshments

What refreshments do you provide during training?

Providing refreshments can enhance participant satisfaction and engagement.

Required Documentation: None.

Stage 4 – Operational Standards

1. Candidate Sign-In/Out

Do you maintain a sign-in/out register for candidates?

Tracking attendance is essential for safety and compliance.



Required Documentation: None.

2. Insurance Coverage

Do you hold relevant insurance coverage for your services?

Insurance protects both your organisation and the participants in case of incidents.

Required Documentation: Document upload.

3. Trainer Qualifications

Do your trainers hold relevant qualifications?

Qualified trainers ensure that the training delivered meets industry standards.

Required Documentation: None.

4. Teaching Qualification Document

If applicable, please upload a copy of the trainer's qualifications.

This provides proof of the trainer's capability to deliver the training effectively.

Required Documentation: Document upload.

Stage 5 – Customer Service Standards



1. Joining Instructions

Do you provide joining instructions for courses?

Clear joining instructions help candidates prepare and arrive on time.

Required Documentation: None.

2. Course Outline

Are candidates provided with a course outline before attending?

A course outline sets expectations and aids in candidate preparation.

Required Documentation: None.

3. Feedback Form

Do you provide candidates with a feedback form?

Gathering feedback is essential for continuous improvement of training offerings.

Required Documentation: None.

Stage 6 - Declaration



1. Declaration of Truthfulness

Do you declare that the information provided is accurate?

Honesty in the application process is vital for maintaining trust and compliance.

Required Documentation: None.

2. Verification Agreement

Do you agree to the verification of the information provided?

This agreement allows us to validate your application and ensure compliance.

Required Documentation: None.

This structured approach helps clarify the expectations for each section of the application and what documentation is needed to support the claims made.