

Training Provider Approval Process - Framework Agreement

Version: 0.3

DOCUMENT HISTORY

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Introduction

Following the decision to formalise the approval process for FIS Skills Partnership & Approved Training Providers, this document outlines the interaction, processes and governance requirements in order to ensure appropriate delivery and management of training within the Finishing and Interiors Sector.

Purpose of this document

This document will detail the engagement and management process of the FIS Skills Delivery Team and Approved Training Provider working within a Business as usual (BAU) environment. This document should be considered 'living' and managed in accordance with an agreed quality strategy defined within the agreement.

Definitions and Acronyms

FIS	Finishes and Interiors Sector
BAU	Business as Usual
SMT	Senior Management Team
ATP	Approved Training Provider
FE College	Further Education College

Engagement Process – New Training Providers

1. Pre-requisite notes for Training Provider and Tutor Requirements

1.1 All training for FIS Skills must be undertaken by approved and accredited Training Providers.

1.2 Initial registration under the FIS Approved Training Providers (ATP) scheme lasts for a year and is subject to annual renewal to retain approved status.

1.3 Approved training providers can deliver the courses either at your centre premises or a venue that meets requirements and externally for any On Site Assessment Testing requirements.

2. Criteria required to register as an FIS Approved Training Provider

FIS Skills will look for the following credentials when an organisation applies for approval:

2.1 Must employ/subcontract a person(s) with the appropriate tutor criteria.

The criteria required will have been validated by FIS Skills and will facilitate the consistent high standard of delivery required. Applications not submitting the relevant information or meeting the criteria will be rejected.

2.2 Quality Management System

FIS Skills requires centres to have a Quality Management System (QMS) or accreditation to BS EN ISO9001. This must formally detail your processes for all elements of the course delivery, including the quality arrangements and administration of the courses.

2.3 Awarding Body

FIS Skills require that all Training Providers are accredited to an appropriate awarding body and provide their registration details for verification purposes.

3. How to gain initial approval for assessment.

All application information and forms can be downloaded from the FIS website. All Training Providers seeking approval must return to the FIS Skills Team:

3.1 A completed application form.

3.2 The tutor registration form for each tutor

The tutor registration form must outline their suitability to tutor each course as set out in the tutor criteria. Copies of centre insurance documentation, policies and tutor certificates, Continuing Professional Development (CPD) and CVs must be retained at the centre for review. Training Providers must allow time for their applications to be processed, and must not assume approval prior to receiving confirmation of approval from FIS Skills.

4. Application and Approval Process

Upon receipt of the completed application form, the prospective Training Provider will be provided with a dedicated ATP Manager who will answer all queries they may have moving forward. FIS Skills will send an acknowledgement to the key contact's email account.

An initial review of the application will take place within ten working days and any omissions or items requiring clarification will be raised. Further reviews will take place upon the receipt of further information to ensure that all information has been provided. If there is no response to the request for further information, then the application will be electronically filed for future review if required.

Once all information has been received, a visit will be organised with one of the FIS Skills team.

Following the visit, a report will be submitted to the training provider from FIS Skills, either confirming approval or providing an action plan and guidance to be completed prior to approval.

Approved Training Providers will have to agree to the terms and conditions and sign a formal Agreement, after which the training provider will be given a FIS Approved Training Provider number, which must be used when completing the appropriate course documentation, and a Certificate of Confirmation that they are an Approved Training Provider.

All Training Providers must provide a current email address for direct electronic communication with FIS Skills. It is also necessary to keep FIS Skills updated with any changes in training provider or key contact details.

5. Ongoing Management

5.1 Approval status

All Training Providers accredited by FIS Skills to run the scheme must use tutors who are attached to their centre, who are suitably qualified, and who meet the criteria detailed below in order to ensure a high standard of delivery.

Registration under the scheme is reviewed on an annual basis as part of the training provider Approved Status Renewal. The request will be made directly to the training provider.

Note: If a tutor is not accredited in accordance, and delivers a course, or part of a course, then the course will be considered null and void and no certificates or training grant payments will be issued. It is possible to involve the services of a specialist to elaborate on specific aspects during a course if it is felt that their expertise will enhance the topic

5.2 Renewals

FIS Skills will notify Training Providers of the forthcoming expiry date of their agreement. Training Providers who wish to retain their approved status for a further year must respond to the email sent by FIS Skills confirming that they wish to renew approval and advise any changes at the centre. All tutors registered at the centre will be renewed on return of the above email unless it is stated within the email that a tutor no longer works with the training provider.

5.3 New tutors

Any new tutors can be registered by submitting a fully completed tutor registration form at the point of renewal without additional fees being incurred.

5.4 Non-compliance

Failure to meet the criteria within the current rules may result in the training provider no longer being an FIS Skills Approved Training Provider with immediate effect.

5.5 Cancellation

Either party can choose to cancel the agreement when the current agreement expires.

6. Escalations/Corrective Action Plans

Where either FIS or Approved Training Providers have grievances regarding any element of the FIS Skills relationship they may escalate their grievance through FIS management as follows:

1st point of contact	FIS Skills Project Management / Nominated representative of ATP
Escalation 1	FIS Skills Delivery Director / Nominated representative of ATP
Escalation 2	FIS Chief Executive Officer / Nominated representative of ATP

Each grievance will be formally logged and will be managed through to a satisfactory resolution.

The process has been designed to capture and manage all significant non-standard events, irrespective of cause and as such, they can be assigned to FIS or each Approved Training Provider. The overall aim is to manage all instances in a proactive and consistent manner in order to prevent further occurrences, thus allowing us all to deliver a first-class service to our customers.

In addition, these will be used as a Key Performance Indicator (KPI) for each Approved Training Provider.

7. Approved Training Provider Reviews

Approved Training Provider reviews will be, conducted every quarter. A calendar of meetings will be established between the Skills Delivery Manager and each Approved Training Provider to agree appropriate dates; typical agenda will include;

- Service Level performance to date
- KPI review
- QMS feedback
- New / Upcoming Opportunities
- Joiners and Leavers
- Service Improvement initiatives