

Agility People Services Limited



*Developing your
business*

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New Assessment Review
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QUALITY IMPROVEMENT PLAN (QIP)



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QUALITY IMPROVEMENT PLAN

1. PREAMBLE

Agility People Services Limited (Agility), started writing quality plan in 2013 although the company had training plans previous to this. However, in 2013 the QIP become more structured and covered structure and areas from Agility's Self-Assessment Report (SAR) and Ofsted's then assessment process and areas.

This year the QIP is having a new structure with some reporting on self-assessment and how the centre has been making headway in quality and improvement and what needs to complete in the future, what needs to reviewed, what needs audited and what needs to be planned for.

Quality of Education

Throughout 2022 and into 2023 that was a major headway in improving training courses and resources and there is every year. However, throughout 2022 and into 2023 we did not have a contract or subcontract so there was more energy, time for creativity and research. The centre put in over 1,100 hours into improvements on courses and resources alone for the learner and the trainer. There was, extra research hours put into what customers wanted the employer and the funder. There were also extra hours put into procedures and policies audits, reviews and amendments. The staff had plenty of Continuous Professional Development (CPD) alongside this they attended prevent and safeguarding training from government, governing bodies and local government.

Keeping learners safe and allowing learners to reach their full potential.

Quality documents that have been updated throughout 2022-23 are Safeguarding, Prevent, Code of Ethics / Data Protection, Functional Skills, Health and Safety, Conduct, Internal Verification process, Whistleblowing charter, Equal Opportunities Diversity & Inclusion, Complaints, Continuity, Cyber Essentials, Sustainable Environmental Plan, Faud policy, Vision and Mission statement, Critical Incident form/reporting, English & Maths process, Advice, Information & Guidance information of centre and courses, Safeguarding QIP, Risk Assessments Safeguarding, Prevent English and Maths procedure, Training room and training and this QIP and some Self Assessments.

I find this writing of the QIP and some Self Assessments refreshing as it illustrates how the centre has been active in progress, implementation and the quality improvement planning. However, as I am practical, I seem to be writing after it has been done and again on the other hand reviewing, reading, and looking at plans ensures that areas are not missed and new improvements from governing areas are imputed and implemented.

Quality of Education

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All training resources updates and policies and procedures have been updated using information and research from government information websites or intranet sites, governing bodies, local government information and websites or intranet sites bibliography sited and research into said places.

Agility's improvement for the next year is to audit review and implement the following Quality of Education and delivery strategy, keeping learners safe and allowing learners to reach their full potential, Intent of the curriculum, Implementation Impact & Personal Development, Behaviour and Attitudes and Leadership and Management.

There haven't been any employers' questionnaires or learner's questionnaires as we are not in contract however real work situation have taken place or real work of meeting, communications, training sessions, updates, handbook and new training resources have been created for employees learning environment and working environment.

2. INTRODUCTION TO AGILITY PEOPLE SERVICES (AGILITY)

Agility offers services of training and Human Resource (HR) over the last 20 years (1999). Training is delivered by experienced and qualified trainers and the majority of training is delivered in our training rooms. Training rooms are well equipped with IT and telephones, IT and telecoms support, desk top space and a wide range of training resources. There are some courses offered by video, distance learning and on customers premises. We are an Oxford and Cambridge RSA (OCR) centre (2003) and Pearson (2020-21). We offer training in Careers, Management and Leaderships and Training and Development Levels 1-6, at levels 1-3 we offer Customer Services, Business Administration, Functional Skills, Marketing, sales and telephone SMART calls, work skills, Information Technology, Health and Safety, and we have a range of training courses for those areas such as Data protection, Emotional Learning, Communication, Brand, CPD, Decision making Sales, managing people, performance management and many more.

Plus, a range of generic training courses for an area, for example Equal Quality Opportunities, diversity and inclusion, safeguarding, Data Protection, Employee rights and Responsibilities, 10 areas of training of Workplace essential skills.

Quality of Education

Agility aim and objectives outcomes for learners are to develop the whole person of knowledge, skills, attitudes and values. Agility started training learners to achievement their formal qualifications in 2011 to the development of cognitive skills and develop their social skills and work skills which focused learners on acceptable behaviour at work, social values, self-understanding, managing emotions, and upholding values.

Agility is place in Middlesbrough and Tees Valley is our local community area. Contracts and subcontract we have worked on include Tees Valley Work skills, and Work based learning 2013-2019. Apprenticeships 2011-2021, Kickstart 2021-22 offering employees on placements to employers. Present Profile: We offer employers a Human Resource package of recruitment and HR. We offer employees career development skills, employability skills employment skills and employer response skills to sustain employment. All training courses and training resources have been developed throughout 2022-2023 to include Essential skills, Career Development Levels 1-6, management levels 3-5, CPD, and Sales, Marketing and Telephone SMART calls.

Keeping learners safe and allowing learners to reach their full potential

Agility has for Advice, Information, Guidance & Support for the Trainer and the Learner a whole range of resources. These resources are about the course and for learning, for their learning journey, their career development and or their Continuous Professional Development in the form of Advice & Guidance documents, Icebreakers, questionnaires, matrixes, games and videos, Learning Styles inventories, Resources and Games, Workbooks, Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours, Agility's Classbook portal, government and expert portals to visit, and Handouts.

3. SELF ASSESSMENT OF THE CENTRE

Quality of Education and delivery strategy

Intent

The Agility centre has reviewed, renewed and construct an ambitious curriculum that is designed to give all learners, a variety of learning. Agility upgrade over 90% of the courses it offers, with new engaging learning resources, and new icebreakers for the delivery for learners.

Implementation

Impact

Personal Development

This year there has been a major headway in SMART calls in Continuous Professional Development (CPD) for Unity staff. The intent was to ensure that learners gain knowledge and skills of sales, that the employer requested from the Unity SMART calls handbook and take learning from theory to practise into the workstation. Agility planned used and created courses that had a good range of differentiation teaching methods for individual learning of learners and meet the needs of different learners which include, pedagogy, andragogy, engagement resources, research, flip chart, white board, icebreakers games, and mystery in the box, suspense games, emotional learning games, multiply choice assessment, tests, formative and summative assessments, exercises, self-assessment and peer assessment. The finale was completing a Matrix for SMART calls for Action.

Implementation of the Matrix on SMART calls was still in practise and should be. There is the first hurl of taking out of the learning environment to workstation for the employee.

This was implemented by setting exercises and a test to complete SMART calls, Calls for Actions. Then there is the hurl for learners to be creative and use their creative skills into SMART call scripts from the learning they have learnt. There is also the hurl for learners to take the learning to the workstation as employees and put it into practise on the telephone or get their employees to put their SMART calls, Calls for action into practise. These courses for SMART calls at the basic should be a light bulb moment at the very least. However, it is hoped that they are more a learning cycle of creativity which was illustrated in scripts that learners made, which should be tested out and then reviewed and then improved on and put back into practise.

Keeping learners safe and allowing learners to reach their full potential

Agility staff is suitably qualified with DBS checks, PTTLS, CTLLS, DTLLS, and PGCE. Assessors award, occupationally specialised areas, over 20 years' experience, in training in the business areas. They have good experience in delivering regulated courses and non-regulated courses, they have experience in assessing, and we have a qualified internal verifier. Staff has a five-year Continuous Professional development plan.

Learners attended training very good, lessons were planned well and learners in training evaluation stated they enjoyed games and icebreakers the best when learning.

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1																	
2	COURSE:	Stars or Points Collected	Total	Knowledge	Positive & Negative calls	Value Added in scripts	Language Learning & Influencing	Making the telephone call	Resistant Redirect	The 4 Show Stoppers	Using Questions	Assumptions	More Kind of questions	Quantifying Needs, Pains, Problems and Desires	Furthering the conversation	Listening and communication skills	Next steps and SMART calls
3	Number:		20	1	2	3	4	5	6	7	8	9	10	11	12	13	
4			13 weeks	07/03/2023	14/03/2023	21/03/2023	28/03/2023	04/04/2023	11/04/2023	25/04/2023	02/05/2023	09/05/2023	16/05/2023	23/05/2023	30/05/2023	06/06/2023	
5	Forecast Dates:						11/04/2023	18/04/2023	25/04/2023	02/05/2023	02/05/2023	09/05/2023	16/05/2023	23/05/2023	30/05/2023	06/06/2023	
6	Attendance Date:						07/03/2023	14/03/2023	21/03/2023	11/04/2023	18/04/2023	25/04/2023	02/05/2023	09/05/2023	16/05/2023	23/05/2023	30/05/2023
7	Planned attendance																
8	Training Hours:		43	3	2	2	2	2	2	2	2	2	2	2	2	2	
9	Planned Attendance																

Behaviour and Attitudes

Learner behaviour and attitudes to learning was good there was mutual respect from learners to trainer. Learners were given points or stars for different areas of the course, each time they attended and completed SMART call script and did a self-assessment and a peer assessment they gained a point or star, the also gained a point or star for each of the following exercises complete, tests completed, evaluations complete, on the job assessments, and one point or star for the learner that completed the most training evaluation.

Leadership and Management

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Unity and Agility work well together to implement the courses for Sales and SMART calls.

Leaders had a clear and ambitious vision for providing high-quality, inclusive education and training to all. This is realised through strong, shared values, policies and practice. Above said policies and procedures have been audited, reviewed and updated.

Leaders focus on improving staff's subject, pedagogical and pedagogical content knowledge to enhance the teaching of the curriculum and the appropriate use of assessment. The practice and subject knowledge of staff are built up and improve over time.

Those responsible for governance understand their role and carry this out effectively. They ensure that the provider has a clear vision and strategy and that resources are managed well. They hold leaders to account for the quality of education or training. Agility governances understand their role and carry it out effectively. Agility has a clear vision and strategy and training through Agility's A Commitment to learners.

Learners received a CPD hours of attendance and guided hours for SMART calls certificate for completing the course or hours they completed.

4. QUALITY IMPROVEMENT OUTLINE FOR 2023-24						
Quality of Education and delivery strategy Keeping learners safe and allowing learners to reach their full potential Intent Implementation Impact & Personal Development Behaviour and Attitudes Leadership and Management						
QUALITY OF EDUCATION AND DELIVERY STRATEGY						
Area:	Action Required	By Whom	Target Completion Date	Monitoring / Review Stages	Success Indicator	Action Completed? Yes – Date & Comments No – Alternative action being taken?
Training Resources	To review, monitor, implement and update training policy and procedures for training.	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Training courses, plans updated with mapped training to individual courses.	3 monthly check to see completion	

<p>Satisfactory Effective Quality Assurance policy and procedures</p>	<p>To continue to match and map underpinning knowledge training to the standards and learning plan. To complete a new SAR next year to include this and next year's learners</p>	<p>Carolyn Scotchbrook</p>	<p>First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024</p>	<p>To start the SAR by March 2024 To gather data for the SAR</p>	<p>To look at trends, to contrast this and last year's data. To have completed a SAR with a Quality improvement Plan (QIP) Last years</p>	
<p>Adequate self-assessment</p>	<p>To continue to have staff meetings, if required, employers' meetings, standardisation meeting if required and to share information.</p>	<p>Carolyn Scotchbrook</p>	<p>First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024</p>	<p>Logging of meetings and outcomes if required</p>	<p>Looking at mapping employer response needs</p>	
<p>Satisfactory feedback processes</p>	<p>To continue request learner's and employer's evaluations on training and use different evaluations</p>	<p>Carolyn Scotchbrook</p>	<p>First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024</p>	<p>Checks after training</p>	<p>Evaluations on training completed</p>	
<p>Effective internal verification</p>	<p>To continue to offer additional qualifications in Functional Skills or Mathematics levels 1 or 2.</p>	<p>Carolyn Scotchbrook</p>	<p>First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024</p>	<p>Basic Skills – skills check, Basic skills assessments, Online assessments, Practise Basic skills tests</p>	<p>Learners' evaluations on training and information in questionnaires.</p>	

KEEPING LEARNERS SAFE AND ALLOWING LEARNERS TO REACH THEIR FULL POTENTIAL						
Area:	Action Required	By Whom	Target Completion Date	Monitoring / Review Stages	Success Indicator	Action Completed? Yes – Date & Comments No – Alternative action being taken?
Satisfactory Effective use of Safeguarding, prevent, equal opportunities, diversity Inclusion Policy and Procedures, risk assessment and plan	To review, evaluate, monitor, and update Safeguarding, prevent, Equal Opportunity Diversity and Inclusion policy. To sustain commitment, implementation, and monitoring of Safeguarding, prevent, Equal Opportunities, through the business.	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Completion of update/review of Safeguarding, prevent, Equal Opportunities Policy Commitment to training Learner’s questionnaires if required	Documented completed of an update of Safeguarding, prevent, Equal Opportunities. Policy updates and new training resources for units and standalone course	
Effective use of Safeguarding, prevent, equal opportunities, diversity and inclusion data	To review, evaluate, and update resources, working documents for Safeguarding, prevent, Equal Opportunity language and practises in resources To continue training in Safeguarding, prevent, British Values, Equal Opportunities, Diversity, and Inclusion in longer courses.	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Good working documents and statistics Evidence of training courses attended for example safeguarding, prevent, British Values, safe use of social media and on IT	Good working documents and statistics Completion of training and evidence for portfolios Effective use of Safeguarding, prevent, equal opportunities, diversity and	

					inclusion completed assessed, IV's and at EV	
<p>Satisfactory training in Effective use of Safeguarding, prevent, equal opportunities, diversity</p> <p>Satisfactory promotion of Effective use of Safeguarding, prevent, equal opportunities, diversity</p>	<p>To continue to promote Safeguarding, prevent, safe use of social media use equality and diversity on site and in the workplace.</p>	<p>Carolyn Scotchbrook</p>	<p>First Part of academic term Oct/Jan 2023/24</p> <p>Second Part of academic term April/May 2024</p>	<p>Completion of team leader witness statements on Safeguarding, prevent, safe use on social media/ IT equal opportunities</p>	<p>Completion of documents and of on-the-job promotion of equality, diversity And inclusion Safeguarding and prevent.</p>	
INTENT IMPLEMENTATION IMPACT & PERSONAL DEVELOPMENT						
Area:	Action Required	By Whom	Target Completion Date	Monitoring / Review Stages	Success Indicator	Action Completed? Yes – Date & Comments No – Alternative action being taken?
<p>Good teaching and learning in specialised areas</p>	<p>To continue to offer a range of teaching and learning methods and to look for new intuitive ways both on the job and off the job</p>	<p>Carolyn Scotchbrook</p>	<p>Throughout the term of the training or contract</p>	<p>Assessment on training methods used Questionnaires complete by learners</p>	<p>Evaluations lesson plans and resources completed</p>	

Good learning resources for training courses and specialised areas	To look at learning materials and resources and to updated and upgraded to suit the learners and are periodic quality checked for better practises, for mistakes, to promote equality and diversity	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Upgrade in learning resources Training linked to QCA standards Questionnaires complete by learners	Completed training and evidence for the standards of the NVQ. Update and new resources completed for Management Level 3 and Level 5	
Very effective learning programmes that meet the needs of learns.	To continue to follow SAR Quality Improvement Plan and take action for improvements. To continue to offer a range of courses for learners	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Improvements to resources, policies and procedures updates to SAR Quality Improvement Plan	Improvements to resources, policies and procedures updates to SAR Quality Improvement Plan	
Effective and Adequate Checks and plans for Training and Assessment staff	All staff to have a DBS check before working with learners, Trainers to be working towards teaching qualifications, Assessors to be working towards assessor's qualifications and all trainers training in specialised areas to working toward or	Carolyn Scotchbrook	When recruiting	Checklist in HR recruitment and CPD plan for staff	CPD log and certificates	

	have experience and or qualifications in area.					
BEHAVIOUR AND ATTITUDES						
Area:	Action Required	By Whom	Target Completion Date	Monitoring / Review Stages	Success Indicator	Action Completed? Yes – Date & Comments No – Alternative action being taken?
Wellbeing and work life balance	To include on longer courses training that include Emotional learning, self-development, wellbeing and work life balance	Carolyn Scotchbrook	Mid part of course	Mid part of course	Completion of training resource or training part of course	
Tutorial or HR meetings	Listening to learners and mutual respect	Carolyn Scotchbrook	By weekly	Asking questions	Recording of information	
LEADERSHIP AND MANAGEMENT						
	Action Required	By Whom	Target Completion	Monitoring / Review	Success Indicator	Action Completed?

Area:			Date	Stages		Yes – Date & Comments No – Alternative action being taken?
Strengths Very Good operational management	To continue to work with both learners' employees and employers if required	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Check number of new starts at the beginning of new contract if necessary	3-month check	
	To meet with other business at Agility P S to illustrate training offered next year	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	To meet learners and Business with Qualification offered	3-month check	
	To continue to plan employees training, track progress, to link training underpinning knowledge to their job performance, mapping training to their learning, to make training individual and offer support evidence workbooks through the learning plan and other support. If required To continue to plan clear understanding of mission, goals and	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	Initial Assessment, AIG on Course, incentives for attending training.	3-month check	

	targets, target levels and dates					
Very Effective Internal Communications	To continue to Project manage contract through data bases as the training or contract gets bigger, for the day-to-day provisioning of training fits in with other businesses and operations, non-regulated certificates or sending for certificate and internal verifications and external verifications. To continue to use the company database for registrations of candidates with OCR start date if required.	Carolyn Scotchbrook	First Part of academic term Oct/Jan 2023/24 Second Part of academic term April/May 2024	At the start of training or contract, during, registering candidates, IV's, external Verifier visits.	No complete just started in January Training Registrations, Internal Verifications & External Verification at the appropriate times	