CFPA-E Training Commission

EQA REPORT on Conduct of Courses

The following document is based on the CFPA Statutes. This establishes the key areas of compliance required for the delivery by CFPA training Commission Members [or their sub-contractors] of CFPA courses.

The document is not designed to be exhaustive but simply to consider those issues that TC members consider essential for the effective delivery of training events to ensure consistency between members and ensure that learners are provided with a consistently high standard of teaching.

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| CFPA-Europe Member Organisation being Audited |  | |
| CFPA-Europe Member Country Being Audited |  | |
| Name and location of any sub-contractors |  | |
| CFPA Course Name[s] being audited  1.  2.  3.  4. |  | |
| Audit carried out by Name & Signature | Name | Signature |
| Date[s] of Audit |  | Date |
| CFPA member organisation carrying out Audit | Name of Company | National organisation |
| Other organisation Carrying out Audit  [if applicable] | Name of Company | National organisation |
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|  |  | Issue | Y | N | Comments |  |
|  | 1. Course Content | | | | |  |
|  | a | Does the content of each course comply with the approved CFPA-E Course template? |  |  |  |  |
|  | b | Are processes in place to ensure that the standards and technology referenced remain current |  |  |  |  |
|  | c | Do the programme contents include any features that provide added value for the learner: pre-course, during course or post course? |  |  |  |  |
|  |  | Course title list each CFPA-E course delivered by the Member organisation if it is delivered by a sub-contractor by Placing a tick in the far-right hand column |  |  |  | Sub -Con |
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|  |  | Issue | Y | N | Comments |  |
|  | 1. Teacher / Trainer / Facilitator | | | | |  |
|  | a | Is there a recruitment process or an evaluation process that demonstrates that instructors are competent in their specialised area? [The subject matter that they are teaching] |  |  |  |  |
|  | b | Does the Process establish that Teachers / lecturers have an appropriate teaching qualification / appropriate competency? |  |  |  |  |
|  | c | Does the process or procedure clearly indicate that the teachers/ trainers/lecturers are required to undertake appropriate CPD [continuing Professional Development] and that this is monitored and recorded. |  |  |  |  |
|  | d | Is there a procedure in place to monitor the feedback and the quality of the teaching that is given? |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
|  | 1. Assessment / Exam   Reliable – an indication of the consistency of marks across trainers and over time  Valid – How well an assessment measures what it is meant to measure  Fair – whether all Learners have equal opportunity to demonstrate the skills or knowledge being assessed | | | | |  |
|  | a | Does the assessment/exam cover all the learning outcomes from the programme? |  |  |  |  |
|  | b | Is the assessment/exam   1. Reliable? 2. Valid? 3. Fair? |  |  |  |  |
|  | c | Is RPL applied? And if so are the principles listed in the centre handbook adhered to |  |  |  |  |

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|  |  | Issue | Y | N | Comments |  |
|  | 1. Course materials   Including papers, presentations video, handouts books photos plans and diagrams | | | | |  |
|  | a | Are processes in place to ensure course materials are kept up to date? |  |  |  |  |
|  | b | Are course materials appropriate for the course and level of Study? |  |  |  |  |
|  | c | Do they meet the requirement of the CFPA-E course template and course aim? |  |  |  |  |
|  | d | Are all materials suitably formatted without errors |  |  |  |  |
|  | e | Are all materials and associated learning management systems easy to access and maintain |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
|  | 1. Framework | | | | |  |
|  | a | Is suitable teaching accommodation and is it appropriately equipped? |  |  |  |  |
|  | b | Are there measures in place to manage the number of learners per course which reflects the type and content of the course? |  |  |  |  |
|  | c | Are the teaching methods utilised appropriate to the subject and content of the course/ |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
|  | 1. Lesson Plan | | | | |  |
|  | a | Is there an appropriate and suitable lesson plan in place for the course? |  |  |  |  |
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|  |  | Issue | Y | N | Comments |  |
|  | 1. Joining Instructions | | | | |  |
|  | a | Are Joining instructions sent out to Learners at a suitable time in advance of the course/ |  |  |  |  |
|  | b | Do they contain the course name, course date and duration of the course? |  |  |  |  |
|  | c | Do they carry the logo of the CFPA – Member training organisation? |  |  |  |  |
|  | d | Do they clearly identify that the course meets CFPA-E requirements and the Agreed course title or alternative title? There may be a language issue here which should be considered. |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
|  | 1. Proof of Completion | | | | |  |
|  | a | On successful completion do learners receive the appropriate and approved attest / certificate / diploma? |  |  |  |  |
|  | b | Are the approved CFPA-E templates used and are they used appropriately?  Some courses may have CFPA certificates and others may just have a CFPA logo on the members own certificate. |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
|  | 1. Course Evaluation | | | | |  |
|  | a | Are course evaluation sheets routinely distributed to Learners? |  |  |  |  |
|  | b | Are steps in place to ensure that as many evaluation forms are received as possible? |  |  |  |  |
|  | c | Do the evaluation sheets ask learners to rate or evaluate: |  |  |  |  |
|  |  | 1. Trainer knowledge and delivery style? |  |  |  |  |
|  |  | 1. Course framework |  |  |  |  |
|  |  | 1. Subjects covered |  |  |  |  |
|  |  | 1. The adequacy of the administrative procedures |  |  |  |  |
|  |  | 1. An overall Assessment? |  |  |  |  |
|  |  | 1. Was the room and the equipment provided suitable for the training that was conducted |  |  |  |  |
|  | d | Are Learners comments regularly analysed, evaluated and any necessary actions taken? |  |  |  |  |
|  | e | Are recommended improvements implemented in line with appropriate timescales and suitable records kept? |  |  |  |  |
|  | f | Is there a procedure for dealing with complaints? |  |  |  |  |
|  |  | Issue | Y | N | Comments |  |
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|  | 1. Quality | | | | |  |
|  | a | Is there a list of trainers who meet the competence requirements |  |  |  |  |
|  | b | Are written processes and procedures in place which meet the requirements of ISO 9001 2015 or an equivalent quality standard. |  |  |  |  |
|  | c | Does an external audit board check performance against the quality standard periodically and deliver a review of compliance? |  |  |  |  |
|  | d | Are internal audits carried out on trainers / training / process? |  |  |  |  |
|  | e | Is there a local quality manual in place? |  |  |  |  |
|  | f | Does the Centre participate in exchanges of best practice with other Training Commission members? |  |  |  |  |
|  | g | Are there procedures in place to comply with GDPR? |  |  |  |  |

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|  |  | Issue |  |  | Comments |  |
|  | 1. Feedback to trainer | | | | |  |
|  | a | Having visited a course any comments or issues to be made directly to the trainer can be made here |  |  |  |  |
|  |  | Name of trainer Date Signature | | | |  |

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|  |  | Issue |  |  | Comments |  |
|  | 1. Feedback to Host CFPA Member | | | | |  |
|  | a  b | Having conducted the Audit and other comments or recommendations or advice from the auditor to the CFPA member organisation  Need for actions and follow-up |  |  |  |  |
|  |  | Head of Centre Date Signature | | | |  |

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|  |  | Issue |  |  | Comments |  |
|  | 1. Feedback to CFPA Training Commission | | | | |  |
|  |  | Need for follow-up? |  |  |  |  |
|  |  | Head of Centre Date Signature | | | |  |