



Skillsmark[®]

Rewarding excellence



Skillsmark[®] The Quality Framework for Learning & Development in the Justice and Community Safety sector

Skillsmark® is the recognised quality mark for learning and development programmes in the Justice and Community Safety sector.

Skillsmark®

- provides learners with the skills and knowledge they need for employment, and that employers want from their staff
- shows learners and employers that your programmes are up to date and fit for purpose
- shows employers that your programmes have been designed with them specifically in mind.

Endorsed programmes are listed on our **Skillsmark®** database, which we actively promote to key employers across the UK.

If you provide programmes of learning to the Justice and Community Safety sector, or are looking to extend into this market, **Skillsmark®** is the quality mark for you.

*"It's hugely rewarding for us to have **Skillsmark®**... It's shorthand for quality."* Jenny Pelling, Ilex Tutorial College

Only learning programmes that meet the requirements of the **Skillsmark®** quality framework receive **Skillsmark®** endorsement.



Question 1: Analysis

How effectively have you assessed employer needs and drawn on external benchmarks to develop your learning programme?

Your response should explain your relationship with employers, how you engage with them to identify their needs and how these needs shape the learning programme. Your response should explain how you identify and use relevant National Occupational Standards (performance criteria and/or knowledge and understanding) and other relevant external benchmarks to develop the learning programme aim(s) and learning outcomes. Your response should also show the relationship between these and the learning outcomes. Where a nationally recognised qualification is delivered, you should explain how you contextualise it to meet the needs of employers.

Essential Aspects

- 1.1 Employers' needs are identified and influence the development of aim(s) and learning outcomes
- 1.2 National Occupational Standards and other relevant external benchmarks are identified and influence the development of aim(s) and learning outcomes
- 1.3 Nationally recognised qualifications, where used, respond to employers' needs

Question 2: Design and development

How effectively have you designed and developed your learning programme to ensure the content supports the aim(s) and learning outcomes?

Your response should explain how you designed the learning programme from its inception through to the point of readiness for delivery. You should show how the aim(s) and learning outcomes are specified at levels of detail that are consistent with the complexity of what is being delivered. Your response should demonstrate how you ensure that the content reflects the aim(s) of the learning programme and prepares learners to achieve the learning outcomes, with methods of delivery that can support learners to achieve these. Your programme plan should map out clearly how resources and activities will be used to ensure that the aim(s) and learning outcomes of the learning programme can be met. Your session plans should give detailed instructions for the delivery of individual sessions. As part of your design process you should show that the learning programme has been approved by a responsible authority prior to its first delivery.

Essential Aspects

- 2.1 Aim(s) and learning outcomes are clearly specified at programme level and for individual sessions
- 2.2 Learning outcomes respond to the needs of learners and their employers
- 2.3 Learning outcomes are set at the appropriate level for the intended learners
- 2.4 Topics are effectively sequenced and content, depth and breadth is consistent with the learning outcomes
- 2.5 Resources are identified and secured to support the achievement of the learning outcomes
- 2.6 Assessment strategies are clearly specified and relevant to the learning outcomes
- 2.7 Content and materials support learners to achieve the learning outcomes
- 2.8 Content and materials are relevant and up-to-date
- 2.9 Content and materials are free from inappropriate bias and reflect the diverse needs of learners
- 2.10 Methods of delivery are appropriate and specified
- 2.11 Differing learning styles and previous learning experiences are taken into account
- 2.12 A programme plan and individual session plans are in place
- 2.13 Learning programme approval is formally secured and signed off

Question 3: Delivery

How effectively do you deliver the learning programme to support learners to achieve the learning outcomes?

Your response should show how the learning programme is managed overall to ensure learners have every opportunity to achieve the learning outcomes. You should explain how you ensure tutors and trainers use methods and styles of teaching and training that support learners to achieve the learning outcomes. You should demonstrate how feedback is used to enable learners to make progress during the programme. You should explain how tutors and trainers promote equality of opportunity and inclusivity to the benefit of learners. In your ongoing review of tutors and trainers you should explain your arrangements to review their performance, including observation, and address their development needs. You should show how you provide tutors and trainers with information and guidance that enables them to be effective. You should demonstrate that a sufficient number of tutors and trainers are in place to ensure the programme is delivered effectively.

Essential Aspects

- 3.1 Programme management ensures that learners are supported to achieve the learning outcomes
- 3.2 Teaching and training methods and approaches enable learners to achieve the learning outcomes
- 3.3 Tutors and trainers use feedback to inform individual learners about their progress and how they might improve
- 3.4 Teaching and training promotes equality of opportunity and inclusivity
- 3.5 Tutors and trainers are sufficient in number to ensure effective programme delivery
- 3.6 Tutors and trainers have relevant up-to-date knowledge and skills
- 3.7 Tutor and trainer performance is routinely reviewed and they are given appropriate support to engage in continuous professional development
- 3.8 Equipment, materials and accommodation are used effectively to promote learning
- 3.9 Resources are sufficient to allow learners to participate fully
- 3.10 Technology, where appropriate, is used effectively to support and enable learning

Question 4: Assessment of learners

How effectively do you assess learners' achievement of the learning outcomes?

Your response should demonstrate how you assess the individual learner's achievement of the learning outcomes, whether the learning programme leads to a qualification or not. Whilst you should show that you use a range of methods to review the learner's progress in acquiring knowledge, understanding, abilities and skills, the focus of your response should be on your methods of summative assessment and how these are used. You should demonstrate that the formats and methods of summative assessment are appropriate and that learners have the opportunity to demonstrate what they know, understand and can do. Your assessments should be proportionate, timely, fair, consistent, reliable, and accurate. You should explain how the outcomes of assessment are recorded and how your safeguards against plagiarism and cheating are effective.

Essential Aspects

- 4.1 The learning programme has a clearly defined plan showing how assessment is undertaken and managed
- 4.2 The assessment plan is consistent with the assessment strategy
- 4.3 Methods of assessment are effective and appropriate and enable learners to achieve the learning outcomes
- 4.4 Constructive feedback is given to learners about their assessment performance including how they might improve if the learning outcomes are not achieved
- 4.5 Assessments are valid, fair, reliable and consistent across assessors over time
- 4.6 The outcomes of assessment are recorded
- 4.7 There are appropriate safeguards against plagiarism and other forms of cheating

Question 5: Review and evaluation

How effectively do you analyse and interpret feedback and data to make improvements to the learning programme?

Your response should explain how you monitor and review the learning programme to ensure that it continues to be current. You should demonstrate how the learning programme remains valid in light of developing knowledge and working practices. You should show how your ongoing relationship with employers enables you to respond to their changing needs. You should explain how you routinely review all aspects of the learning programme and demonstrate where and how you have made improvements. You should show how you undertake a broader review to consider the continuing validity and relevance of the learning programme. You should demonstrate that management of review and evaluation data leads to improvement in the learning programme.

Essential Aspects

- 5.1 Meaningful and useful employer and learner feedback is collected regularly and is evaluated, with an effective response to the findings
- 5.2 Learner achievement data is recorded and reviewed and contributes to programme development
- 5.3 The evaluation plan is consistent with the evaluation strategy
- 5.4 The learning programme is subject to both ongoing and periodic reviews to confirm the programme continues to be appropriate or identifies need for improvement
- 5.5 Management of review and evaluation ensures that the outcomes of these activities are reported and acted upon



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