GLOBAL Business Minds

HARNESS THE POWER OF KNOWLEDGE

Elevating Excellence: A Training on Quality Assurance for CPD Institutions

Introduction:

In today's competitive landscape, Continuous Professional Development (CPD) institutions need to continually demonstrate the quality of their programs and services. This intensive 5-day training program, delivered by the renowned experts at Global Business Minds, equips you with the knowledge and tools to excel in quality assurance (QA) practices within your CPD institution.

Whether you're a leader, administrator, trainer, or program developer, this training will provide you with a comprehensive understanding of QA principles. You'll learn how to design, implement, and monitor effective QA systems focused on enhancing the learning experience and ensuring your CPD offerings meet the highest standards.

Goals:

- Develop a strong foundation in QA principles and frameworks relevant to the CPD sector.

- Gain the skills to design, implement, and manage a robust QA system within your institution.

- Learn effective methodologies for data collection, analysis, and reporting on CPD program quality.

- Foster a culture of continuous improvement and commitment to learner success.

- Enhance the reputation and credibility of your CPD institution.

Training Agenda:

Day 1: Foundations of Quality Assurance in CPD:

- Introduction to QA: Explore the concept of quality assurance and its significance in the CPD sector.

- Frameworks for Excellence: Examine relevant frameworks and models for quality in CPD, such as

EFQM and the CPD Excellence Framework.

- ○ Benefits of Effective QA: Understand how a strong QA system enhances learner outcomes, institutional reputation, and stakeholder satisfaction.

- ○ Key Components of a CPD QA System: Delve deeper into the essential elements of a robust QA system, including needs analysis, program design and delivery, assessment methods, learner feedback mechanisms, and trainer development.

- ○ Case Studies & Group Discussions: Analyze real-world examples of effective QA practices in CPD institutions and participate in group discussions to identify areas for improvement within your own institution.

Day 2: Designing a QA Framework for Your CPD Institution:

- ○ Customizing QA Models: Learn how to adapt and implement a QA model that aligns with your institution's specific needs and learner demographics.

- ○ Defining Quality Standards: Develop clear and measurable standards for program development, delivery, assessment, and learner support services.

- ○ Data Collection Strategies in CPD: Discover various methods for gathering data on program effectiveness, such as learner surveys, focus groups, trainer observations, and learner outcomes data.

- ○ Group Project: Work in small teams to design a preliminary QA framework for your institution, including data collection methods, stakeholder involvement strategies, and identified key performance indicators (KPIs).

Day 3: Implementing the QA Framework and Analyzing Data:

- ○ Putting Your Framework into Action: Learn how to effectively implement your QA framework within your institution, including resource allocation, communication strategies, and staff training plans.

- ○ Data Analysis Techniques: Develop skills for analyzing quantitative and qualitative data collected through your chosen methods.

- Turning Data into Action: Understand how to interpret data findings and translate them into actionable insights for quality improvement initiatives.

- Case Studies: Explore case studies of successful QA implementations in CPD institutions, focusing on data-driven decision making and continuous improvement processes.

Day 4: Fostering a Culture of Continuous Improvement:

- Communication & Collaboration: Develop strategies to effectively communicate QA processes and results to internal stakeholders (trainers, administrators) and external stakeholders (learners, employers).

- Building Ownership & Accountability: Foster a culture of participation and ownership of QA processes amongst staff and trainers.

- Navigating Change in CPD: Understand common challenges associated with implementing QA in CPD and develop strategies to overcome resistance and drive successful change management.

- Action Planning for Quality Improvement: Draft individual and institutional action plans that address identified areas for improvement based on data analysis.

Day 5: Monitoring, Evaluation, and Sustainability of Quality:

- Monitoring & Evaluation Strategies: Develop plans for ongoing monitoring of implemented QA initiatives and their effectiveness.

- Self-Assessment & External Review: Learn about the role of self-assessments and external reviews in refining your QA system and maintaining high standards.

- Ensuring Long-Term Quality: Develop strategies for the long-term sustainability of your QA system within your CPD institution, including resource allocation, staff development, and continuous improvement cycles.

- Action Plan Finalization & Wrap-Up: Participants refine their individual action plans and receive concluding remarks from the Global Business Minds team.

Targeted Audience:

- CPD institution leaders, directors, and managers

- CPD program developers and administrators

- CPD trainers and facilitators

- Quality assurance and improvement team members.