



Internal Communications Policy

Introduction

PCTS is committed to providing high quality training and understands that effective internal communication is paramount to ensuring that all policies, procedures and quality assurance practices are consistently reviewed and applied.

Centre Team Meetings

These will be attended by the centre manager, the IQA, assessors/tutors and the centre administrator/office manager. In the first year the counter-signing assessor will also attend.

Meetings will be held monthly at the PCTS centre.

Please see attached for a proposed standard agenda for these meetings.

Minutes will be taken by the administrator/office manager and actions recorded, and will be disseminated to all attendees at the meeting within 2 weeks of the meeting taking place.

Standardisation meetings

Meetings will be held every 2 months in the first year of operating and then will reduce to quarterly meetings.

Meetings will be attended by centre manager, IQA, and assessors/tutors.

The IQA will record these meetings as well as any actions arising from them- which may inform the agenda for centre team meetings.

Supervision meetings

All assessors will have supervision meetings with the IQA as required but no less frequently than monthly.



Centre Team Meetings- Draft Proposed Standard Agenda

1. Update and review from last meeting
2. New learner uptake and assessor allocation including discussion re: prior learning
3. Feedback from IQA on standardisation activities
4. Issues arising
5. Focus on 1 unit
6. Complaints
7. Action planning/goal setting
8. A.O.B.