

Trainer Observation Policy and Procedure

Contents

Introduction 2

Scope and purpose..... 2

Definitions 2

Roles and responsibilities 3

Access to and of use of information 3

Management of observation 3

Further observations..... 4

Version Information 5

Trainer Observation Policy and Procedure

Introduction

Classrooms and workplaces are the most significant physical spaces within which the progress and outcomes of many learners are shaped. MERCURI INTERNATIONAL (UK) LTD has a well-qualified and experienced staff group and it is the methods and approaches planned and taken that primarily enable teaching staff to demonstrate their abilities and set the scene for learner engagement, motivation, attainment and achievement. Effective methods and approaches can enthuse disaffected learners and stimulate others further and help establish a culture within which learners become cooperative, active, reflective and self-directing.

Scope and purpose

This policy applies to all members of staff delivering teaching and learning for or on behalf of MERCURI INTERNATIONAL (UK) LTD. Staff will normally be expected to engage with no more than two periods of observation during an academic year. It is also expected that each member of staff will participate in a peer observation.

The purpose of the policy is to ensure the further and more systematic improvement of teaching and learning. This will be achieved by enabling MERCURI INTERNATIONAL (UK) LTD, the opportunity of more meaningfully and professionally acknowledging and engaging with practice issues. The mechanism of this will be the analysis of strengths, good practice and areas for further development of teaching and learning and setting targets at programme level and above to facilitate quality enhancement.

Strength: practice that significantly promotes effective learning and has a positive impact on a learner or learners

Good practice: that promotes effective learning and has a positive impact on a learner or learners

Area for further development: practice that detracts from positive learning.

It is also the purpose of this policy to create a wider perspective and to identify professional development needs in relation to teaching and learning and to facilitate such development where this is appropriate.

All Trainer observations will take place in accordance and with reference to Ofsted's [Handbook for Further Education and Skills providers](#)

Definitions

The observer will be a member of the quality team or management, who is qualified and has been appropriately trained in classroom observation. Most likely the Lead IQA or a nominated member of their IQA team.

Observation is a period of no less than 30 minutes and no more than one hour during which the observer observes the teaching and learning experience of learners and makes judgements about

Trainer Observation Policy and Procedure

the lesson's strengths, good practice and areas for further development. The observer will also assess evidence relating to programme and lesson essential skill development.

Roles and responsibilities

Members of staff observed will adhere to MERCURI INTERNATIONAL (UK) LTD policy and facilitate the observations as notified. Observed staff should ensure that any changes to delivery (e.g. start-end times, location, etc.) are made known to the observer prior to the observation. Observed staff should ensure that the observer has the opportunity to observe extended periods of teaching and learning. Observations should not be scheduled during non-interactive assessment.

The team will be given three working days' prior notice. Using the appropriate pro-forma, a record of classroom observation will be made noting lesson strengths, good practice and areas for further development.

Staff observed will receive feedback where strengths, good practices and areas for further development will be discussed within the context of a professional dialogue. A copy of the record will be provided to the observed member of staff and a copy kept in their HR file.

Observers, as with members of staff in other roles, must report immediately to the relevant manager health and safety breaches and/or professional misconduct.

Access to and of use of information

The specific strengths, good practice and areas for further development of the individual member of staff will, in so far as that is possible, be known only to that member of staff and their observer.

Management of observation

In January of each calendar year the observation and delivery team will be advised of their schedule of observations. The profile or distribution of observations will be based on a range of factors apparent during any given academic year such as, but no limited to (location of training, geographical footprint, occupational competence)

As a team decision, MERCURI INTERNATIONAL (UK) LTD will continue to grade observations throughout the process in line with Ofsted grading criteria, overlaid by a "Traffic Light" RAG rating system:

Outstanding (Gold): No observed risk and no remedial action identified. Anonymised feedback will be used as best practice during Standardisation meetings. Observation intervals will continue on a twice-yearly basis.

Good (Green): No observed risk with only minor continuous improvement actions identified. CPD Action Plan agreed to get to 'Outstanding' within 6 months. Observations continue on a twice-yearly basis.

Trainer Observation Policy and Procedure

Requires Improvement (Amber): Some observed risk with improvement actions identified. CPD Action Plan agreed to get to Good within 3 months. Observations interval increased to quarterly.

Inadequate (Red): major risk observed. Immediate suspension from unsupervised delivery and a Mentor put in place to supervise all training. CPD Action Plan agreed to improve to a minimum of Amber within 3 months. Observation interval increased to monthly. Refer to Performance and Capability Policy and if no improvement identified within 3 months consider removal from Trainer role.

Further observations

If, having discussed the evidence that forms the basis of judgements made:

- A member of staff would like a further opportunity to be observed, this should be made known to the observer. The observed member of staff should then arrange a meeting with the Head of Quality. The observed member of staff may request the same or a different observer, and the further observation will take place within two weeks of the initial observation.
- The observer deems improvements are required meaning a further observation is necessary, the observed member of staff will be re-observed within 6 weeks. Following from this observation if there are still actions to be met and action plan will be put in place to support the member of staff in achieving this.

Trainer Observation Policy and Procedure

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