



Hot link: Local Delivery Agencies

Over the first two years of the delivery of the PESS NCPD programme in England, the national Quality Assurance team reported on some excellent quality assurance and quality improvement practices by LDA's. Examples included:

- Extensive use of the tutor and trainer standards framework to recruit and support the development of the delivery team*
- Regular observation of the delivery of training*
- Tutors encouraged to self-review, using the standards framework*
- Mentoring, coaching and development workshops to raise the standards of tutoring*
- Well designed delegate evaluation processes – gathering short and medium term feedback*

Review and evaluation of delegate evaluations, linking and leading to tutor team review meetings.