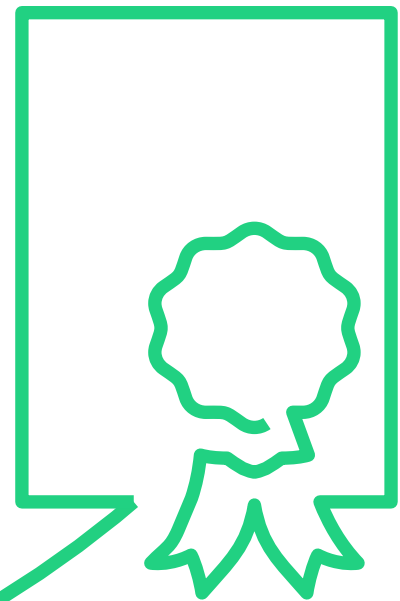# APM Accredited Training Provider Standard

APM Accredited Training Provider Standard

The Standard is:

1. Organisation status and structure.
2. Legislation.
3. Organisation operations.
4. Planning and course delivery.
5. Staffing and professional development.
6. Learner experience.

Post accreditation and audit compliance are summarised at the end of this document.

Glossary of terms:

Organisation	training provider
Employee	organisation staff and associates
Associates	individuals conducting training (inclusive of employed and self-employed)
Learner	individual undertaking a qualification

Standard	Performance Criteria	Indicative Evidence
1. Organisation status and structure		
The organisation must be a recognised legal entity.	1.1 An established corporate organisation/charity. 1.2 Demonstratable financial viability to continue training for the upcoming 12 months. 1.3 Demonstratable professional indemnity insurance.	• Company registration number/charity number. • Incorporation date. • Any previous trading names. • Self-assessment report, end-of-year financial report or equivalent confirming 'going concern' status. • Audited accounts, auditors' report. • Copy of insurance certificate and policy cover.
The organisation must have a demonstrable governance structure in place.	1.4 The governance and decision-making structure are defined and documented, including the role and extent of authority of any owners, trustees or governing body of the organisation where applicable. 1.5 A defined approach to identifying and managing conflicts of interest whether potential or realised.	• Memorandum and articles. • Governance terms of reference. • Details of Directors, Board members or Trustees. • Relevant governance meetings. • Conflict of interest policy and procedure. • A completed conflict of interest register.
The organisation must evidence demand for APM qualification(s).	1.6 The proposed qualification(s) delivery fits with the overall organisation's strategy. 1.7 Evidence of proven demand for the qualification(s) to be offered.	• Letter from CEO or equivalent demonstrating rationale for application and link between accreditation and organisation's strategic goals. • Letters of support from potential clients. • Business plan to illustrate organisational strategy and qualification targets. • Market research to demonstrate learner demand.

Standard	Performance Criteria	Indicative Evidence
2. Legislation		
Delivery of APM qualification(s) must be based on principles of equality and diversity.	2.1 Employee training in equality and diversity is provided to ensure that learners and employees are not treated unfairly on the grounds of; a) Age. b) Disability. c) Gender reassignment. d) Being married or in a civil partnership. e) Being pregnant or on maternity leave. f) Race including colour, nationality, ethnic or national origin. g) Religion or belief. h) Sex. i) Sexual orientation. 2.2 Delivery plans can be adapted by way of reasonable adjustments to ensure an equitable learning experience for all learners.	• Training records for employees. • Equality and diversity policy for learners and employees. • Demonstration of how learner needs are determined and supported. • Accessibility policy for learners and employees. • Adjusted delivery plans. • Induction pack highlighting organisation's reasonable adjustment policy.
The organisation must demonstrate compliance with relevant data protection laws.	2.3 Demonstrable compliance with GDPR.	• GDPR policy and procedure. • Agreement through the Terms and Conditions to adhere to APM's GDPR policies.
The organisation must demonstrate their health and safety obligations are effective and meet current legislation.	2.4 Demonstrable adherence to Health and Safety legislation.	• Health and safety policies and procedures including reporting mechanisms.

Standard	Performance Criteria	Indicative Evidence
3. Organisation operations		
The organisation has the capacity, capability, policies and procedures to deliver APM qualification(s) in the volumes predicted.	3.1 The organisation can demonstrate business planning that includes learner numbers and associated capacity planning. 3.2 The roles, responsibilities and accountabilities are clearly defined for employees and learners. 3.3 All policies provided by the organisation are linked to clear procedures and are subject to regular review. 3.4 There is an appropriate IT infrastructure in place to support volumes predicted. 3.5 Employee levels are kept under review with appropriate learner to associate ratio documented and maintained.	• Business/operational plan including budgetary considerations to manage forecasted numbers for each applied for qualification. • Up to date organisation charts highlighting employees involved in the delivery of APM qualifications. • Role descriptions for employees involved in the operational delivery of the qualifications. • Copies of relevant policies demonstrating the link between business processes. • IT contracts for delivery platforms and/or virtual learning environments including service level agreements in the event of failure. • Learner to associate ratios.
The organisation can demonstrate risk awareness and contingency planning.	3.6 The organisation can evidence a clear approach to identifying risks and contingency planning in relation to, a) Staffing. b) IT failure. c) Venue cancellation (where in person training is offered).	• Evidence of a risk log. • Evidence of contingency processes including how they have been tested. • Evidence of IT back-up system.

Facilities used must be of an appropriate standard to deliver APM qualification(s) and offer a quality learning experience.	3.7 Demonstrates that the required equipment and facilities are fit for purpose and available to all learners.
	
	3.8 The organisation can evidence current contracts and/or licences to deliver APM qualification(s).
		• Venue contract.
		
		• IT platform licence.
		
		• Procurement procedures to secure external venues.
		
		• List and descriptions (including photos) of;
		  • Rooms.
		  • Facilities.
		  • IT facilities for learners taking online assessments onsite if applicable.
		  • Website information for learners.
		
		• Published guidance and instructions relating to safety and security.

Standard	Performance Criteria	Indicative Evidence
4. Planning and course delivery		
Courses are planned and managed through comprehensive delivery plans which fulfil the notional learning hours for each qualification(s).	4.1 Delivery plans cover all Learning Outcomes and Assessment Criterion, to fulfil the notional learning hours. 4.2 Content is up to date with links to relevant support material. 4.3 Directed development is included within the structure of the qualification delivery. 4.4 Assessment/examination practice and feedback is incorporated into the delivery. 4.5 The planned delivery makes use of resources provided by APM. 4.6 Delivery plans include effective strategies to involve all learners.	• Course management details. • A delivery plan highlighting use of APM resources and effective strategies to involve all learners. • Mapping of materials used to the learning outcome/ assessment criteria. • A copy of all course materials. • Records of training sessions on sample assessment marking and feedback. • Plans for ensuring pre-course work/directed development time has been completed. • Evidence of on-the-job development. • Formative feedback forms.
The quality of APM qualification(s) delivery, teaching and learning is monitored and reviewed, evidencing a continuous improvement strategy.	4.7 Maintains a robust and effective approach to monitoring qualification(s) delivery. 4.8 Associates are observed and have improvement actions on planning and delivering the course. 4.9 Learner feedback is sought and analysed for areas of improvement. 4.10 Demonstrable mechanisms for the evaluation of learner achievement.	• Quality assurance policy and procedure and how they support continual improvement. • Associate observation reports. • Minutes of quality assurance meetings analysing the data and learner feedback. • Review of actions arising from quality assurance meetings.

Standard	Performance Criteria	Indicative Evidence
5. Staffing and Professional Development		

The qualifications will be delivered by experienced associates.	5.1 Demonstrates a consistent approach to associate recruitment, retention and development.
	
	5.2 Experience and qualifications are checked and verified during the recruitment process and records are accurately maintained.
	
	5.3 Associates have a defined level of academic and/or industry experience to deliver the qualifications, including pedagogic and communication skills.
	
	5.4 Employees have;
	  a) Effective supervision.
	  b) An appropriate and realistic workload.
	  c) Effective personal support.
	
	5.5 Employee turnover levels are appropriate to ensure stability and consistency of tuition.
		• Recruitment policies and procedures.
		• Employee disciplinary, grievance and performance improvement policies and processes.
		• Up to date signed contracts of employment for all employees including copies of CVs and relevant qualification certificates.
		• Evidence that at least one employee is a trained lesson observer.
		• Capacity analysis.

Those delivering training must be encouraged and supported to develop in their professional role.	5.6 The organisation must demonstrate mechanisms to support associates to develop their professional roles.	• Induction programmes for delivery and include APM's Rules and Regulations. • Current CPD records for associates. • Employee development policy and procedures. • Training records for associates on effective delivery and different modes of delivery.

Standard	Performance Criteria	Indicative Evidence
6. Learner experience		
The organisation must support through its delivery planning, learning and support services an excellent learner experience from enquiry to post course guidance.	6.1 Enquirer information in relation to APM qualifications is up to date and accurately presented. 6.2 Mechanisms are in place to assess learner and qualification suitability. 6.3 Initial assessment for identification of an individual's learning and support needs to enable the design of an individual learning plan. 6.4 Defined and documented process for applying to APM for reasonable adjustments of the assessment/ examination. 6.5 Suitable induction programme to include: • Qualification syllabus. • Overview of training course/ timetable. • Candidate guidance. • Access to online exam platform. • Examination rules and regulations. • Malpractice policy. • Assessment results enquiry process. • Complaints policy. 6.6 Learners are supported equally with relevant safeguarding measures in place. 6.7 Learners informed of further APM qualifications and/or membership opportunities.	• Up to date website and marketing material. • Details of how learners are assessed prior to enrolment. • Initial assessment form/ questionnaire. • Organisation reasonable adjustment policy. • Organisation reasonable adjustment process. • Inductions plans and associated resources. • Safeguarding policy. • Moderation of any online learning communities. • APM qualifications pathway promotions. • APM membership promotions.

Annual audit summary
The organisation continues to maintain the standards set out by APM and is compliant with the terms and conditions in place

The auditor will, during the annual audit, check;
• Any conditions of accreditation from the previous year are completed.
• If appropriate, actions set out in an improvement plan have been met.
• The organisation has implemented the policies and procedures described in its application and in the standards.
• Those policies and procedures are reviewed and updated as appropriate.
• Course literature and other learner material is up to date.
• Marketing material remains accurate.
• The organisation is compliant with the terms and conditions and service level agreements, for example:
  • In following the financial processes set out by APM.
  • Informing APM of any changes during the accreditation year.
• The organisation's responsiveness to reasonable request from APM employees.
• The organisation's performance metrics are achieved.
• The organisation proactively engages with APM.

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