

The Performance Group

Maximising performance everywhere we can!



HumanPerformance....developing skills since 2002!

Please note: References to **The Performance Group Limited** - from now on referred to as **TPGL** - include all brands, trading styles and trading names of the company.

Company Mission Statement: "To maximise performance everywhere we can!"

Aims & Objectives: The Performance Group Limited – through its skills development brand Human Performance - aims to offer exciting, practical and relevant learning programmes that enable candidates to gain knowledge and understanding and turn this easily into competence within the workplace.

Through the development and delivery of high quality learning programmes, candidates from all sectors will be encouraged to undertake continual professional development in a culture of support and encouragement. Wherever possible these programmes will offer nationally recognised accreditation and opportunities for further development and learning opportunities.

Principles Underpinning Quality

- Y Learning programme development and design will only be carried out by a person who is highly competent and knowledgeable in the subject area being developed.
- Y TPGL quality assures its learning programmes by ensuring that all material is mapped across to the relevant National Occupations Standards of the sector that the learning programme has been written for or will be delivered to.
- Y All learning programmes will be supported by high quality candidate handouts and manuals that support the candidate through to competence and beyond.
- Y Learning programme delivery and facilitation will only be carried out by a person who is highly competent and knowledgeable in the subject area being developed and has been trained personally by James Turner.
- Y All candidates will be asked to review every learning programme delivery and any problems or appropriate suggested revisions that come out of this evaluation will be actioned prior to the learning programme being delivered again.
- Y Each learning programme and its associated resources will be reviewed and amended as required following each of the first five deliveries to ensure that it meets its aims and objectives accurately.
- Y Following the initial reviewing of newly endorsed qualifications all learning programmes will be reviewed a minimum of once per year or whenever there is a change to the relevant National Occupational Standards if more frequent.

The following brands are all trading names of The Performance Group Limited

Human Performance	HR Performance	Recruit Performance	Retail Performance	World Wide Web Performance	Printing Performance
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- Y *All learning programmes and any additional learning resources - including multiple choice tests and candidate assignments etc - will be reviewed a minimum of twice a year by James Turner and the Chief Assessor for accuracy, quality and appropriateness. Following review - or more frequently if required - learning programmes and resources will be amended as necessary to ensure that delivery and assessment achieves and demonstrates the learning programmes stated learning outcomes.*
- Y *James Turner will be responsible for supporting and advising the Chief Assessor and all other Assessors to ensure best practice and to maintain rigorous quality standards for the marking and assessing of all multiple choice papers and assignments.*
- Y *All Staff supporting the achievement of EDI Endorsed Qualifications will be suitably qualified, internally trained and/or occupationally competent for the role that they undertake and this be assessed personally by James Turner.*
- Y *All marking and assessment decisions will be internally verified to the standards referred to in the Assessment Procedures Policy.*
- Y *All claims for EDI certificates will be personally verified and authorised by James Turner to ensure that only candidates that have successfully achieved the learning programmes learning outcomes receive certificates.*

TPGL's Equal Opportunities Policy; Health & Safety Policy; Assessment Procedures Policy; Data Protection Policy; and Appeals Procedure Policy all contribute towards TPGL's Quality Assurance System.

TPGL underwent its last External Verification visit by EDI on Thursday 22nd October 2010 and was assessed in 28 key areas. The centre received a 0 risk rating having achieved a Rating of 1 in every area reviewed.

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