



Training Provider Quality Mark

Application form

Please note: You should ensure that you have read and understood the Training Provider Quality Mark Supporting information document **before** completing this form. It can be downloaded from www.restorativejustice.org.uk/tpqm

Section 1 - Provider details

(The text in red is for example purposes only)

Provider name	Peaceful Training Ltd		
Address	367 Calmness Road Peacetown PH7 8TB		
Lead contact name	Jenny Tranquil	Tel	05462 896523
Lead contact email address	jtranquil@PTL.co.uk		
Secondary contact name	Katy White	Tel	08549 549543
Secondary contact email	kwhite@PTL.co.uk		
Restorative courses delivered (eg Awareness)	Awareness Training Facilitation training Sensitive and Complex training		
Size of provider (please delete all that do not apply)	1 – 5 trainers/facilitators		

Section 2 - Confirmations

These confirmations relate to requirements set out in the RJC Code of Practice for Trainers and Training Organisations (www.restorativejustice.org.uk/trainers-code). Please confirm that the training provider organisation (delete as appropriate):

1. Is a training provider member of the RJC Yes
2. Delivers at least one facilitation course per year Yes
3. Has PII in place for the period during which training is provided Yes
4. Makes evaluations or references from previous courses available to potential clients on request Yes
5. Provides clients with course session or training plans Yes

Section 3 - Observation visit

Please provide delivery date/s for a facilitation training course. It will increase the chances of early completion if at least **three** delivery dates can be supplied.

Date of training	Venue of training	Course title	Start and finish time	Name of trainer
12/06/20XX	Peacetown Community centre Conference room Peacetown PH7 8TB	Facilitation Skills Training	Start: 9am Finish: 4pm	J Tranquil
13/06/20XX	Peacetown Community centre Conference room Peacetown PH7 8TB	Facilitation Skills Training	Start: 9am Finish: 4pm	J Tranquil
08/07/20XX	Peacetown Community centre Conference room Peacetown PH7 8TB	Facilitation Skills Training	Start: 9am Finish: 4pm	K White

Section 4 – References

Please provide the details of the two people who are able to provide a reference for this application. You must use the RJC Reference form which can be downloaded from www.restorativejustice.org.uk/tpqm.

Please be aware that the RJC may contact the individuals named here to verify the content of the reference they have provided.

	Reference one	Reference two
Name	Jacob Marley	Anna McFarlane
Job role	Restorative Practitioner Peacetown YOS	Peacetown YOS RJ Team Manager
Contact address	Peacetown YOS 56 High Street Peacetown PH7 8LL	Peacetown YOS 56 High Street Peacetown PH7 8LL
Contact email	JMarley@PYOS.co.uk	AMcFarlane@PYOS.co.uk
Contact telephone number	05684 236 596	05684 236 597
Relationship to applicant (commissioner or learner)	Undertook Facilitation Skills training from PTL	Commissioned Facilitation Skills Training from PTL
Preferred method of contact (tel/email)	Telephone	Email

Section 5 - Evidence table

Please complete the table below and ensure that the evidence attached in support of each criterion is detailed and attached. **Please note: you should refer to Section Six of the Supporting information for guidance on what evidence to supply and how to meet each standard.**

Area	Criteria	Statement to explain how your organisation meets the criteria	Supporting evidence attached (please list)
1. Responsive design	1.1 Restorative training is designed to meet learner need	PTL conducts training needs analyses to ascertain the specific needs of each learner group prior to training delivery. This is done once training has been commissioned - the attached training needs analysis form is sent to the commissioner of training to be filled in and sent back. Commissioners are asked at this point if any of the potential learners have specific needs that need to be catered for and what specific areas training should cover.	<ul style="list-style-type: none"> • Training needs analysis form
	1.2 Restorative training courses meet RJC requirements	<p>The attached session plans and materials for the following PTL restorative courses show that each course meets the RJC content and length requirements:</p> <ul style="list-style-type: none"> • Awareness • Facilitator/practitioner • Sensitive and complex <p>The RJC principles of restorative practice 2015 are provided as pre-reading for all restorative training courses as required by the RJC Code of Practice for Trainers and Training Providers.</p>	<ul style="list-style-type: none"> • Awareness training session plan & materials • Facilitation Skills session plan and materials • Sensitive and complex session plan and materials • Copy of learner email pro forma with reference to pre-reading attachments (including Principles document)

	<p>1.3 Assessment methods are robust and provide opportunities for feedback to learners</p>	<p>All PTL restorative courses contain an assessment element which allows trainers to test the level of learner understanding. Assessment style differs depending on the course but may be summarised as below:</p> <p>Awareness training: Trainer questions and answers with learners (attached)</p> <p>Facilitation skills training:</p> <ul style="list-style-type: none"> • Trainer Q&A (attached) • Trainer and peer assessment of learner role play (see trainer manual) <p>Sensitive and complex training:</p> <ul style="list-style-type: none"> • Trainer Q&A (attached) • Trainer and peer assessment of learner role play (see trainer manual) 	<ul style="list-style-type: none"> • Awareness training trainer question sheet • Facilitation skills trainer manual including trainer questions sheet • Sensitive and complex trainer manual including trainer questions sheet
	<p>1.4 Training materials meet learner need</p>	<p>PTL courses are adapted where necessary to meet the need/s of specific learner/s or learner groups.</p> <p>See attached Awareness training course materials and adapted version for schools training which has been put into plain English for young learners.</p> <p>Training materials are adapted to fit the specific sector where training is to be delivered - eg criminal justice/education/health.</p> <p>See attached two sets of materials for Awareness training delivered in education and criminal justice settings.</p>	<ul style="list-style-type: none"> • Awareness training materials for schools learners • Awareness training in education setting materials • Awareness training in criminal justice setting materials

2. Expertise	2.1 Restorative training is delivered only by trainers with appropriate skills and experience	<p>PTL trainers are all appropriately skilled and experienced to deliver restorative training.</p> <ul style="list-style-type: none"> • Relevant skills/experience are clearly set out in recruitment documentation. • The recruitment process PTL uses is set out in the attached policy. • Sensitive and complex training is only delivered by trainers who have undergone sensitive and complex training themselves and who have shadowed experience sensitive and complex trainers for at least three months as set out in the attached shadowing policy <p>PTL provides a minimum of two trainers for learner groups above 12 as required by the RJC Code of Practice for Trainers and Training Organisations. This is set out in our Terms and Conditions for commissioners (attached).</p>	<ul style="list-style-type: none"> • Trainer job description/s • Trainer person specification/s • PTL recruitment policy • Shadowing policy for those wishing to deliver training in new areas (eg sensitive and complex) • PTL terms and conditions
	2.2 The provider implements procedures which are effective in developing and maintaining trainer competence	<p>PTL trainers undertake at least six hours of continuing professional development (CPD) each year as required by the RJC Code of Practice for Trainers and Training Providers. Please find attached PTL CPD policy which sets out how CPD is undertaken and recorded by our trainers.</p>	<ul style="list-style-type: none"> • Organisational CPD policy • PTL trainer CPD records for 20XX

	2.3 Individual trainer performance is managed effectively	<p>PTL trainer performance is regularly reviewed. The way this is done is set out in the attached performance management policy – six-monthly peer observation of training delivery and annual appraisal. Please see attached</p> <ul style="list-style-type: none"> • Performance management policy • Sample completed (redacted) appraisal form showing how performance review has been used to develop individual training practice • Peer observation form 	<ul style="list-style-type: none"> • Performance management policy • Appraisal form and sample completed form • Peer observation form • Explanation of how performance review has been used to develop training practice.
3. Excellence in delivery	3.1 Training delivery is safe and responsive to learner need	<p>Risk assessments are conducted prior to the delivery of each PTL training session. This is undertaken using the PTL risk assessment form (attached) and covers:</p> <ul style="list-style-type: none"> • Identifying any risks to participants or the trainer posed by the training delivery (including venue) • Mitigation or removal of any risks identified <p>All training sessions are confidential and the privacy of participants is respected. Please see attached copy of PTL Ground Rules for training sessions with section on confidentiality highlighted.</p> <p>PTL offers post learning advice to participants and commissioners of PTL training. This usually takes the form of signposting newly trained facilitators to the RJC mentoring scheme, advising on the need for case supervision or further, advanced courses for learners where relevant - eg sensitive and complex.</p>	<ul style="list-style-type: none"> • Risk assessment policy & form/s • PTL training offer letter pro forma detailing post-learning support/advice for clients • PTL Ground Rules document with confidentiality rule highlighted

	3.2 Training quality is internally reviewed on a regular basis	As set out above all PTL trainers are peer observed every six months. Peers undertaking such observations have at least one year's experience in delivery of the training they are observing.	<ul style="list-style-type: none"> • PTL Performance management policy • PTL peer review form
4. Reflective service improvement	4.1 There are agreed procedures for identifying and recording feedback	<p>PTL learners are given an opportunity to provide feedback following delivery of every PTL course. All learners are given a copy of the PTL feedback form which can be returned either anonymously or named. Return of the feedback form is optional.</p> <p>PTL has a complaints policy/process which learners can use if needed – this is attached to this application.</p> <p>PTL offers feedback on learners to commissioners of training where this is requested. This offer is set out in the terms and conditions document attached in relation to criterion 2.1 above.</p>	<ul style="list-style-type: none"> • PTL learner training evaluation form/s • PTL complaints Policy • PTL T&Cs (attached above)
	4.2 Feedback (including learner feedback) is used to inform the development of restorative training and trainers.	<p>PTL collates feedback received from learners and commissioners to develop and improve our courses. This is done annually at PTL Training Review meetings.</p> <p>Feedback in relation to particular courses is collated and common themes are considered. The last training review meeting took place in November 20XX and the notes from this meeting are attached showing how learner feedback was used to make recommendations to amend particularly Awareness Training. The attached action plan sets out the changes that were agreed to be made and the timeline for making them.</p>	<ul style="list-style-type: none"> • PTL Training review policy • Summary Training review meeting November 20XX • Training review action plan

5. Inclusive provision

<p>5.1 Equality and diversity is respected in the provision of restorative training</p>	<p>Equality and diversity issues are considered both in PTLs activities as an employer and also in all training delivery.</p> <p>This is set out in the attached PTL Equality Policy which is available to learners/commissioners on request. The Equality policy is provided to all PTL employees on induction.</p> <p>PTL Ground Rules for training sessions deal with the issue of respect for equality and diversity, a copy of these rules is attached above in relation to criterion 3.1.</p>	<ul style="list-style-type: none"> • PTL Equality and diversity policy • Ground rules (attached above)
<p>5.2 Training is inclusive, accessible and appropriate to the specific needs of learners</p>	<p>PTL training is accessible to learners from all backgrounds and any particular access needs (eg disabled learners) are met. Attached is the PTL Reasonable Adjustments policy which sets out how particular needs of learners are identified prior to training delivery and how adjustments will be made. The Reasonable Adjustments policy is published on the PTL website and reference in the Terms and Conditions provided to all commissioners of training.</p>	<ul style="list-style-type: none"> • PTL Reasonable adjustments policy

Section Six – Application fee payment details

By ticking the box below you are consenting to receive and pay an invoice for this assessment from the RJC.

I am willing to receive an invoice for £1,750 plus VAT (or £1,000 plus VAT for sole traders) in relation to this application and will pay the fee to the RJC within 30 days (please tick)

The RJC invoice should be sent to:

Name: **Katy White**

Address: **Peaceful Training Ltd 367 Calmness Road Peacetown PH7 8TB**

Email: **Kwhite@PTL.co.uk**

Purchase order number (if applicable): **N/A**

Section Seven - Application checklist and signature

Please check you have:

1. Completed all parts of this application form
2. Attached all documentary evidence referred to in the evidence table at Section Five
3. Attached completed references – set out in the correct RJC format
4. Ticked the box at Section Five (if this box is not ticked your application will be returned)
5. Signed and dated below

Signature

In signing this application form I confirm that:

- I have read, understand and agree to abide by the TPQM terms and conditions (www.restorativejustice.org.uk/tpqm)
- that the information I have supplied in this application is true to the best of my knowledge
- that my organisation will pay the RJC the application fee within 30 days of receipt of its invoice

Signed on behalf of (Insert provider name):	Peaceful Training Ltd		
Signature:	J Tranquil	Name: Jenny Tranquil	Date: XX/XX/20XX