



Training Provider Quality Mark
Supporting information

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Foreword

I am delighted to introduce the new Restorative Justice Council (RJC) Training Provider Quality Mark (TPQM), an accreditation for restorative training providers. The TPQM has been specifically designed for restorative training providers and will enable them to demonstrate that they meet rigorous standards. It is open to applications from all training providers who are members of the RJC.

As interest in restorative services grows, commissioners are looking for ways to identify quality training. The TPQM is intended to help them to identify suitable training providers as well as to enable learners to select training that will meet their needs. It will increase confidence that learners are being taught by providers who have demonstrated that their training meets robust standards. We all want the public, commissioners and providers to trust in the quality of training providers and the TPQM will contribute to achieving this goal.

The TPQM is **the** mark of quality for restorative practice training in the UK and we strongly urge all training providers to apply for it. If you are interested in doing so please read the information in this document. If you have any questions or queries about the process you can contact the RJC standards team at standards@restorativjustice.org.uk or by telephone on 0207 831 5700.

Jon Collins
Chief Executive
Restorative Justice Council

Section One - What are the benefits of the TPQM?

The TPQM will:

- Enable training providers to show that the quality of their training provisions has been externally verified.
- Give commissioners confidence in the training delivered by TPQM holders.
- Increase learner confidence in the training delivered by TPQM providers.
- Demonstrate to learners and employers that providers are meeting national standards in restorative training delivery.
- Enable providers to market their restorative training service in a competitive field.

TPQM approval is an optional accreditation. There is no intention to make the TPQM compulsory for RJC training provider members. However, the RJC encourages all training providers to work towards the TPQM as part of their training service organisational development work.

Section Two - Eligibility

A training provider may apply for the TPQM if it meets the following criteria:

- a. The provider is listed on the RJC Trainers Register.

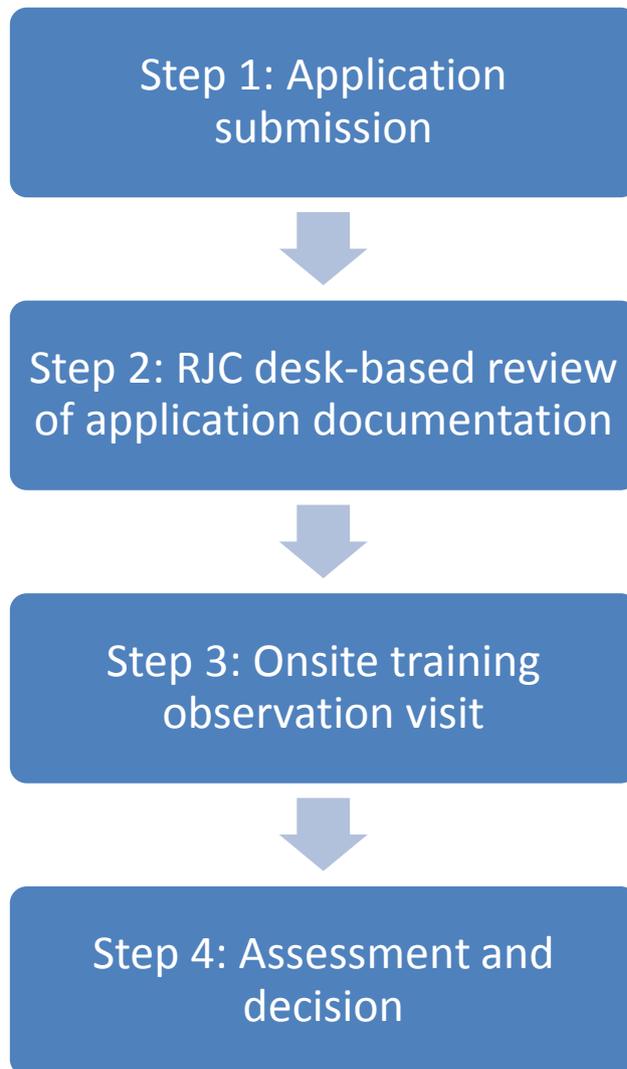
Guidance: The applicant must be listed on the RJC Trainers Register. This means that the applicant will already be in compliance with the RJC Code of Practice for Trainers and Training Providers. If a training provider's RJC membership lapses while that provider holds the TPQM, the award will be withdrawn until such time as trainer membership is renewed.

- b. The provider delivers at least one restorative facilitation training course per year.

Guidance: The provider must provide facilitation training. It may deliver other restorative courses, but facilitation training must be one of these. The minimum requirement is that providers deliver at least one facilitation course per year.

Section Three - Process overview

The TPQM is a four step process as set out in the flowchart below.



Section Four - Time limit

Applications for the TPQM expire six months from the date on the application form. No extensions will be granted unless exceptional circumstances apply. Please see the RJC waiver policy (www.restorativejustice.org.uk/rjc-waiver-policy) for further details.

On expiry of the six month time limit the application will expire and if the applicant wishes to re-apply they must submit a new application form and pay the application fee (plus VAT) again.

In order to avoid time limit expiry applicants are encouraged to:

- Suggest three dates (from which one date will be selected) for the RJC assessor observation visit that fall within three months of the application date.
- Respond quickly to RJC requests for further information where these are made.
- Make every effort to ensure application forms are properly filled out and relevant evidence is submitted up front.

Section Five - Assessment process in detail

Step 1 - Application submission

The TPQM application form may be downloaded from www.restorativejustice.org.uk/tpqm. All parts of the application form must be completed. Incomplete application forms will be returned to the applicant.

Section 1 – The applicant must provide contact details for the main contact for the application. Where the applicant is a sole trader this must be clearly stated in this section. This section should also detail all restorative courses delivered by the applicant.

Section 2 – The applicant must be able to make **all** the confirmations set out in this section. These areas are core elements of the RJC Code of Practice for Trainers and Training Providers. If any of these confirmations is not given, the application will not be progressed.

Section 3 – The applicant must provide at least one date for delivery of facilitation training that can be observed by an RJC assessor (see Step 3). Applicants are strongly encouraged to provide at least three dates in order to ease the process of planning the observation visit.

Section 4 – Please see the section overleaf on references.

Section 5 – This section sets out the TPQM standards and supporting criteria. Applicants must fill out the evidence table inserting:

- A statement to explain how it meets each individual criterion.
- A summary of evidence - **which is attached to the application** - demonstrating that the applicant meets the criterion.

Every criterion must be addressed in this way. Application tables containing criteria which are not supported by evidence will not pass the assessment.

Section 6 – The applicant must tick the box in this section agreeing to pay the application fee of £1,750 plus VAT (or £1,000 plus VAT for sole traders) within 30 days of receiving the RJC invoice.

Details of the person to whom the invoice should be sent must be included. If this section is not completed and the box is not ticked, the application will not be processed.

Section 7 – Applicants must go through this checklist ticking every box to confirm that all sections of the application form have been completed and that the relevant documentation has been attached. Applicants must confirm that:

- Documentation demonstrating criteria set out in the evidence table in Section 5 has been attached.
- Completed references have been attached.
- The application fee will be paid.

The application form must be signed and dated.

Important

Applicants must not sign the application form without having read, understood and agreed to the TPQM terms and conditions (www.restorativejustice.org.uk/tpqm). Signing the TPQM application form is an acceptance of the TPQM terms and conditions so it is important an applicant is fully aware of, and agrees to, these terms before signing the form.

As stated previously, all efforts should be made to ensure that the application form is fully completed in order to avoid any delays to the process which may ultimately lead to the expiration of the time limit for applications.

If an applicant has questions about the application form or materials submitted with it, they should contact the RJC standards team at standards@restorativejustice.org.uk or by telephone on 0207 831 5700.

References

The applicant must submit two completed references with their application form. References must be set out using the RJC reference form which can be downloaded from www.restorativejustice.org.uk/tpqm.

One reference should be from someone who has commissioned training from the applicant and one reference should be from a learner who has undertaken one of the applicant's courses.

Please note: the RJC reserves the right to contact the people providing a reference for the applicant in order to verify the content of references. Applicants should ensure that their referees are advised of this prior to submitting the application.

Supporting documentation

The application **must** be supported by evidence demonstrating that the applicant meets the TPQM standards. There are five standards: Responsive design, Expertise, Excellence in delivery, Reflective service improvement and Inclusive provision. Each standard comprises a set of criteria all of which the applicant must meet in order to achieve the award. Evidence demonstrating how the applicant meets each criterion must be submitted with the application. The table at Section Six sets out the standards, criteria and examples of evidence that may be submitted. This evidence list is not exhaustive and applicants may choose to submit other types of documentary evidence with their

application where they are confident that such evidence demonstrates their compliance with the standard.

Application fee

The cost of the TPQM is £1,750 plus VAT or £1,000 plus VAT for sole traders.

Step 2 – Desk-based review

An RJC assessor will review the application form and supporting information. The evidence will be assessed against the standards and criteria set out at Section Six of this document. If the RJC assessor has any questions about the documentation submitted or any other aspect of the application, they will contact the applicant to discuss it. If further evidence is required this will be discussed but the applicant must ensure that further evidence is submitted in time so that the observation and assessment decision can be made within the six month time limit (see above). If the time limit expires because of inadequate or insufficient evidence being submitted following RJC advice, the applicant will need to re-apply and pay the application fee again.

Step 3 – On site observation visit

An RJC assessor will visit the applicant to:

- Observe a sample of the facilitation training offered by the provider.
- Conduct an interview with the training facilitator following the observed session.

The applicant will have provided potential dates for the RJC observation of a sample of a facilitation training session in the application form. The observed sample must include a role play exercise. One of these dates will be selected and agreed with the applicant and an RJC assessor will attend to observe at least three hours of a facilitation course delivery. The RJC assessor will not intervene or take part in the session and will attend purely to observe and assess delivery. The applicant will need to explain to learners in advance that an observation will take place, and secure consent to this where necessary. The RJC assessor will assess training against the criteria set out below. These cover course content, delivery and teaching quality.

The RJC assessor will conduct a 30 minute interview with the trainer either directly following the training session or, if that is not possible, by telephone as soon as possible after the training has been delivered.

The purpose of this interview is to confirm and understand:

- How training is internally reviewed.
- Training performance measurement processes.
- Trainer professional development.
- Any issues raised by the training which the assessor considers require clarification or discussion.

Step 4 – Assessment and decision

The results of the assessor's observation and interview with the trainer will be considered together with the results of the desk-based analysis of all submitted application materials. An assessment decision will be made and this will be written into an assessment report which will be sent to the applicant.

There are two types of assessment decision that can be made: 'Passed' or 'Not passed'.

An assessment report detailing a not passed decision will include development areas the applicant may wish to consider implementing before submitting a fresh application for the TPQM. Applicants who have not passed who wish to apply again will need to submit a new application and pay the application fee again.

Section Six - Standards, guidance and indicative evidence

There are five standards:

1. **Responsive design**

Training is designed to meet identified learner need, meets recognised good practice and provides opportunities for learner and facilitator reflective feedback.

2. **Expertise**

Training is delivered by skilled and experienced facilitator/s with a strong commitment to professional development and whose performance is managed robustly.

3. **Excellence in delivery**

Delivery is safe, meets learner need and is subject to regular quality assurance processes.

4. **Reflective service improvement**

Provision is robustly evaluated and developed in light of review.

5. **Inclusive provision**

Training is open to all, respectful of the needs of different groups and accessible.

Each standard is accompanied by a set of criteria which set out what a provider must demonstrate in order to meet the standard. Each criterion is accompanied by guidance which explains the criterion in detail and how applicants can demonstrate that they meet it. The table also sets out the types of evidence which an applicant may submit in order to demonstrate that it meets the criterion. The examples given in this column are not exhaustive and other types of evidence may be submitted.

Standard	No	Criteria	Assessment type	Applicant guidance	Examples of evidence that may be submitted
Responsive design	1.1	Restorative training is designed to meet learner need	Desk-based assessment	<p>You will need to show that you have conducted research to understand learner need and that courses have been developed to ensure that outcomes meet learner need/s identified through such research.</p> <p>Learner need can be identified in a number of ways including:</p> <ul style="list-style-type: none"> • Conducting training needs analyses with learners • Asking commissioner/s of training to set out learner need for you • Reviewing training that has been delivered previously to the same learner group and identifying gaps or areas that require revisiting/re-training 	<ul style="list-style-type: none"> • Training needs analysis/es • Training commissioner survey • Summary of prior training review
	1.2	Restorative training courses meet RJC requirements	Desk-based assessment & observation	<p>RJC guidance on restorative training courses is set out at Section Five of the RJC Trainers Handbook (www.restorativejustice.org.uk/trainers-handbook). This guidance sets out the recommended content for the following training courses:</p> <ul style="list-style-type: none"> • Awareness • Manager and Supervisor • Introductory • Facilitator/practitioner • Sensitive and complex • 'Train the trainer' <p>You should evidence your compliance in relation to each type of course you offer. So if you offer both facilitation and awareness training you should supply evidence demonstrating your compliance with RJC guidance in relation to both these courses.</p>	<ul style="list-style-type: none"> • Session plan/s for the different courses you offer • Course timetable/s • Overview of supporting/learner course materials

				Your evidence should demonstrate the content of your courses as set out in the RJC guidance. Pre-reading materials should include the RJC Principles of Restorative Practice as required by the RJC Code of Practice for Trainers and Training Providers.	
	1.3	Assessment methods are robust and provide opportunities for feedback to learners	Desk-based assessment & observation	<p>You will need to show that time is built into your courses for assessment.</p> <p>‘Assessment’ is any aspect of your course that allows the trainer to review or test learners’ understanding of the content taught. This might be simple questions and answers with learners, a written test, trainer assessment of a learner role play or one to one discussions with learners about their learning.</p>	<ul style="list-style-type: none"> • Course session plan/s • Anonymised written feedback notes • Assessment questions used during training • Written summary of verbal assessment feedback • Evidence of a written or practical assessment undertaken by learners during or following the course
	1.4	Training materials meet learner need	Desk-based & observation	<p>You will need to show that the learner resources you provide for your training are appropriate for the particular group to which the course is being delivered.</p> <p>In showing that your materials meet learner need you may wish to show that your materials meet:</p> <ul style="list-style-type: none"> • Any identified access needs: disability/age appropriate/special learning needs • Sector specific need (eg schools/prisons) • RJC requirements in relation to the training type requirements (eg sensitive/complex) • Particular areas of learning requested by either the training commissioner or learners 	<ul style="list-style-type: none"> • Training resources for each course accompanied by an explanation of how they have been developed or adapted to meet learner need

Expertise	2.1	Restorative training is delivered only by trainers with appropriate skills and experience	Desk-based assessment & observation	<p>You will need to show that those who deliver restorative training are appropriately skilled to provide the training they deliver.</p> <p>You may be able to demonstrate this by:</p> <ul style="list-style-type: none"> • Providing copies of the person specification/job descriptions met by your trainers • Providing evidence of your trainers' experience and training - eg years of active training experience and details of professional learning • Demonstrating how new trainers are inducted or provided with training to enable them to deliver more advanced courses - eg Shadowing policy/Induction policy • Evidence showing compliance with RJC guidance for trainers <p>If you deliver training to groups of more than 12 learners at a time you will need to confirm that delivery is undertaken by at least two trainers for such groups.</p>	<ul style="list-style-type: none"> • Trainer job description/s • Trainer person specification/s • Copies of relevant qualification/s • CPD/training records of trainers • Induction process • Recruitment process/policies • Shadowing policy/process for new or inexperienced trainers • Shadowing policy for those wishing to deliver training in new areas (eg sensitive and complex)
	2.2	The provider implements procedures which are effective in developing and maintaining trainer competence	Desk-based assessment & trainer interview	<p>You will need to show that your trainers undertake at least six hours of continuing professional development (CPD) each year. This may be evidenced by producing your organisational CPD policy and training records showing CPD undertaken by your trainers.</p>	<ul style="list-style-type: none"> • Organisational CPD policy • Individual trainer CPD records showing at least six hours of professional learning annually

	2.3	Individual trainer performance is managed effectively	Desk-based assessment & trainer interview	<p>You will need to show that trainer performance is regularly reviewed. In larger organisations this may mean providing copies of your performance management process/policies.</p> <p>For sole traders or smaller organisations this may mean discussing your training courses and delivery style with a peer, professional colleagues or relevant fora to identify any areas for improvement or development.</p>	<ul style="list-style-type: none"> • Performance management policy • Appraisal documents for trainers • Summary of discussions at relevant fora or with peers including areas covered and learning points • Explanation of how performance review has been used to develop training practice
Excellence in delivery	3.1	Training delivery is safe and responsive to learner need	Desk-based assessment & observation	<p>Here you will need to show that your training is delivered in a way that is safe for your learners. If you use external training venues you will need to show that you conduct risk assessments.</p> <p>You will need to demonstrate that you offer post learning support to your clients.</p> <p>You will need to demonstrate that training sessions are confidential and that the privacy of what is discussed in the training room is protected.</p>	<ul style="list-style-type: none"> • Risk assessment policy/forms • Provider literature or extract from communications detailing post- learning support for clients • Training confidentiality policy or statement • Extract from ground rules for training dealing with confidentiality

				This criterion also requires that you provide evidence of the post learning advice you offer to participants and/or commissioners of training. Remember it is the provision of advice rather than provision of further training, consultancy or services. In practice this might mean advising someone who has commissioned training from you that learners might benefit from practitioner mentoring (the RJC offers such a scheme). It might also be advising learners or a commissioner on the need for case supervision or the need for further, advanced courses for learners where relevant - eg sensitive and complex.	
	3.2	Training quality is internally reviewed on a regular basis	Desk-based assessment & trainer interview	You will need to show that training is observed/peer assessed on a regular basis. For the purposes of this criterion 'regular' means at least once a year. Observation should involve the attendance at training by either a peer, trainer manager or external assessor who provides feedback aimed at improving training delivery or content.	<ul style="list-style-type: none"> • Details of observation or peer review arrangements • Peer review form/notes
Reflective service improvement	4.1	There are agreed procedures for identifying and recording feedback	Desk-based assessment	<p>You will need to show that learners are given an opportunity to provide feedback (both positive and developmental) following delivery of courses. This may mean providing copies of your learner evaluation forms and/or complaints policy/process.</p> <p>You will also need to confirm that you offer the option of feedback to those who have commissioned or undertaken the training regarding the performance of learners.</p>	<ul style="list-style-type: none"> • Learner training evaluation form/s • Complaints policy • Explanation of how feedback to commissioner or learners is provided by the trainer following course delivery

	4.2	Feedback (including learner feedback) is used to inform the development of restorative training and trainers.	Desk-based assessment	You will need to show how the feedback you have obtained from learners (4.1) above is used to develop and improve your course/s.	<ul style="list-style-type: none"> An example of learner feedback being used to develop or improve training or training delivery, that has taken place in the past year
Inclusive provision	5.1	Equality and diversity is respected in the provision of restorative training	Desk-based assessment	<p>You need to show that you have considered how equality and diversity will be respected in the course of training delivery and in your operations as a provider.</p> <p>This will normally mean that you have an organisational equality policy which can be made available to commissioners and/or learners on request. It is also likely to mean that those who deliver training are aware of the policy and what it means in practice in training delivery.</p>	<ul style="list-style-type: none"> Equality and diversity policy Details of equality and diversity training for trainers Explanation of how equality and diversity policy is disseminated to trainers Explanation of how equality and diversity principles are dealt with in training ground rules for each course
	5.2	Training is inclusive, accessible and appropriate to the specific needs of learners	Desk-based assessment & observation (where relevant)	You need to show that your training is open to all learners and that special or particular access needs will be met.	<ul style="list-style-type: none"> Reasonable adjustments policy Learning access policy Statement explaining how courses are or would be adapted to meet the need/s of disabled learners where appropriate

Section Seven - Maintaining the TPQM and quality assurance

The TPQM lasts for a period of three years. Providers must ensure that they renew their RJC training provider membership annually. Award holders who fail to do this will lose TPQM when their membership expires.

Throughout the period of approval, providers must satisfy the RJC that they continue to meet the requirements of the TPQM. This will be monitored by RJC staff via a yearly review. Providers will be asked to advise of changes to courses or course provision that may impact on their ability to meet the requirements of the TPQM.

If you are unsure as to whether or not changes may impact on your ability to meet TPQM standards, please get in touch with the RJC standards team by emailing standards@restorativejustice.org.uk or calling 020 7831 5700.

Section Eight - Renewal

The TPQM is renewed every three years. Renewal will be required three years from the date of the original award, regardless of the assessment date.

Six months before the expiry of the TPQM, the RJC will contact the TPQM holder and the following process will be followed:

- Step 1** The TPQM holder will be sent a renewal form and advised that the £500 renewal fee (plus VAT) is due.
- Step 2** The applicant sends the renewal form back to the RJC including the 'reflective account' which gives an overview of progress against the standards.
- Step 3** The RJC will conduct a telephone interview with the applicant and one of the organisation's trainers (this may be the same person) to:
- Confirm the information set out in the original application.
 - Discuss any changes.
 - Confirm trainer performance management processes and professional development.
 - Agree a timetable for submission and assessment of further evidence, if needed.
- Step 4** The RJC will make a renewal decision and communicate this to the applicant.

If a provider fails to meet the TPQM standards at renewal stage, the award will not be renewed and the provider will be required to apply again, paying the full application fee (plus VAT).

Section Nine - Appeals

An appeal against refusal to grant or renew the TPQM may be made only if an applicant **has evidence**:

- that the relevant RJC standards were improperly applied
- that RJC procedure was not followed

If an applicant **has evidence** that meets either of the above criteria an appeal may be submitted using the RJC appeals process. Appeals may not be submitted where an applicant does not have any evidence to support either of the two grounds for appeal set out above.

Please contact the RJC standards team for a copy of the appeals policy.