



## The Mint House

### **Mint House quality assurance policy and procedures: training**

#### **Policy statement**

The Mint House exists to promote awareness of, and access to, high quality restorative practice. We recognise that this means ensuring that our own delivery, including events, consultancy, training, communications and research, is of consistent high quality. This document sets out the steps we will follow to quality assure our training.

#### **Initial design**

When developing training, we will build in high quality from the outset by:

- Clarifying the objectives
- Agreeing what success looks like and how and when we will measure this.

#### **Delivery team**

We will also build in quality by ensuring members of our training team are well-equipped to fulfil their roles. This includes:

- Clearly specifying role requirements
- Ensuring new team members have the skills, experience and personal attributes they need through well designed recruitment and induction processes
- Supporting team member preparation, checking those delivering training are, and feel, prepared.
- Trainer support and supervision. We will combine 1-2-1 reviews with regular trainer check-ins and trainer development sessions, creating a culture of reflective practice.
- Supporting trainers' continuous professional development.

We will also build in these requirements when contracted to develop and/or co-deliver training with an organisation's in-house trainers.

#### **Trainer observation**

The lead trainer will observe each trainer in action at least once a year, providing feedback to support trainer skills development. In addition, where the lead trainer co-trains with others every training course will include feedback and discussion to support trainer skills development on an ongoing basis. This process will include reflection and self-assessment, feedback from co-trainer peers and from the lead trainer.

#### **Capturing client/participant feedback**

Client/participant feedback is an important element in quality assurance.

- At the start of training , we will set the tone by saying that we welcome client/participant feedback and explaining how this can be given.
- Mint House training will routinely include end of course training evaluations which explore how well the training met learners' objectives, how engaging the training was and any areas for improvement. Multi-day courses will also include end of session evaluations so adjustments can be made as the training progresses. Course follow-up questionnaires may also be sent to participants to measure the impact of training received and invite feedback to support course review and improvement.
- Where work is delivered under contract, we will share and invite feedback as a regular part of contract review sessions.

### **Analysing and reviewing feedback and other quality indicators**

- The lead trainer will review feedback after each course/activity, reflecting with other members of the delivery team on any changes this might point to, including course materials and delivery and development of trainer skills
- Reports on performance to the Mint House Board of Trustees will cover client/participant feedback along with other quality indicators. These include: participants progressing from one training level to the next; people taking part in training based on personal recommendation; suggestions made by participants for follow-up initiatives.

### **External evaluation**

- Where appropriate and feasible will commission external evaluations of our work to ensure that we are meeting quality standards e.g. those laid down by the Restorative Justice Council and identify areas for development.
- We will make the most of opportunities to network with and learn from others working in our or related fields, including (as appropriate) exploring opportunities for peer review.