

NextStep Training Ltd - Quality Assurance Report – Q3

Reporting Period: January 2024 – March 2025

Report Compiled By: Quality Assurance & Compliance Team

Date: April 2025

1. Introduction

NextStep Training Ltd is a nationally recognised apprenticeship training provider, delivering high-quality programmes across sectors such as Digital, Early Years Education, Business Administration, Sales & Marketing and Health & Social Care. This Quality Assurance Report outlines the internal processes, performance data, and continuous improvement actions undertaken to maintain and enhance the quality of provision.

2. Quality Assurance Objectives

- Ensure all programmes are delivered in line with regulatory and awarding body standards.
- Monitor learner progress and outcomes to ensure high levels of achievement and satisfaction.
- Maintain compliance with the Education and Skills Funding Agency (ESFA) and Ofsted requirements.
- Foster a culture of continuous improvement through regular review, evaluation, and stakeholder engagement.

3. Quality Framework & Governance

NextStep Training Ltd's quality framework is aligned with:

- **Ofsted Education Inspection Framework (EIF)**
- **Matrix Standard (IAG)**
- **Awarding Body Standards** (e.g. BCS, NCFE, Pearson, City & Guilds)
- **ESFA Funding Rules and Apprenticeship Accountability Framework**

Governance Structure Includes:

- **Governing body** – Overseeing the strategic direction and operational management of the organisation.
- **Quality Assurance Lead** overseeing curriculum compliance, assessment standards, and staff development.
- **Internal Quality Assurers (IQAs)** supporting standardisation, assessment sampling, and assessor feedback.

- **Senior Management Team (SMT)** reviewing quality data and setting improvement priorities quarterly.

4. Learner Outcomes & Performance Q3 - (2024–2025)

Key Performance Indicator	Target	End of Q3
Total no. of Leavers by July 2025	52	23
Achievers	23	16
Achievement Rate as of date (QAR)	75%	69.57%
Pass rate	90%	100%
Retention rate	80%	69.57%
Employer Satisfaction	90%	94%
Learner Satisfaction	90%	91%
Positive Progression (Employment/Further Study)	85%	88%

5. Internal Quality Assurance Activities

Sampling Strategy

- IQAs conduct planned sampling across all delivery sectors using a risk-based approach.
- Sampling includes reviews of portfolios, observation of teaching sessions, and learner interviews.

Standardisation Meetings

- Held quarterly across all delivery areas.
- Focus on assessment practices, interpretation of standards, and feedback consistency.

Tutor Observations

- All tutors observed annually, with a minimum of one graded and one developmental observation per year.
- Observation grades:
 - Outstanding: 42%
 - Good: 50%

- Requires Improvement: 8%
- Inadequate: 0%

6. Stakeholder Feedback

Learners:

Feedback collected via surveys and tutorials highlighted strong relationships with tutors, quality learning materials, and accessible support. Areas for improvement included platform usability and more peer collaboration opportunities.

Employers:

Consistently praised the provider's responsiveness, tailored training plans, and the impact of apprentices on business productivity. Requested more frequent progress updates in some cases.

7. Safeguarding & Prevent Duty

- All staff trained in safeguarding and Prevent (updated annually).
- Learners complete safeguarding and British Values modules during induction.
- Designated Safeguarding Lead (DSL) monitors case management.
- No serious safeguarding incidents reported in the reporting period.

8. Continuous Improvement Actions

Area	Action	Timeline	Status
Digital Learning	Improve e-portfolio platform interface and mobile compatibility	Q3 2025	In Progress
Learner Voice	Introduce bi-termly learner forums for feedback and curriculum shaping	Q3 2025	Planned
Tutor CPD	Implement monthly digital CPD series aligned with Ofsted priorities	Q2 2025	Ongoing
Employer Engagement	Introduce digital dashboards for real-time apprentice progress	Q3 2025	In Development

9. Summary and Recommendations

NextStep Training Ltd continues to demonstrate a strong commitment to delivering high-quality, employer-led apprenticeship training. The organisation is exceeding most performance targets and maintains high levels of satisfaction across key stakeholders. With continued focus on digital innovation, learner engagement, and responsive curriculum design, NextStep is well positioned for further growth and Ofsted readiness.

Recommendations:

- Continue embedding digital tools to support blended learning delivery.
- Expand CPD offering with sector-specific innovations and mental health support strategies.
- Deepen employer partnerships through co-designed curriculum pilots and feedback loops.

Approved by:

Quality Assurance Lead – NextStep Training Ltd