

ALSG Course Quality Assurance Statement

Policy statement

The Advanced Life Support Group's course quality assurance policy aims to support a high sustained number of excellent training courses, by providing services which consistently meet the needs and expectations of its customers (i.e. candidates, instructors, centres, Trustees, Working Groups, and partner organisations). Our systems and procedures underpin this policy.

Processes for ensuring quality assurance

Instructor training

All instructors on ALSG approved courses undertake appropriate instructor training – this is the Generic Instructor Course (GIC), Facilitation Course or equivalent. After completion of the required instructor training, new instructors are assessed by experienced instructors the first two times they teach, before becoming full instructors. Once they attain full instructor status all instructors must recertify every four years. The specific criteria to maintain full instructor status are laid down in the course regulations.

Instructor code of conduct

All ALSG instructors are subject to the terms of the Code of Conduct. Details of this are housed on the instructor areas of the website. Any instructors who breach the code of conduct may be subject to the ALSG Instructor Disciplinary Procedure.

Instructor activity

Instructor teaching activity is monitored to ensure all instructors meet the teaching commitment criteria specified in course regulations. Instructors are contacted if they do not meet the commitment and encouraged to comply. Failure to do so may result in the loss of their instructor status if ALSG deem it necessary.

Teaching materials

All ALSG centres and instructors are given access, via the ALSG website, to the most up to date teaching materials for use on courses and in-house teaching. All teaching and course materials are the copyright of ALSG.

Standard course programmes

All ALSG courses run to standard programmes. In some cases, sessions can be added but no sessions can be removed and no standard text should be altered or modified, without the prior consent of ALSG.

Course candidates

All candidates on ALSG courses are assessed and if necessary are given remedial teaching to help them attain provider status. Candidates whose performances raise serious concerns for patient safety are managed using the 'ALSG Guidance for Managing a Candidate who raises serious concern' policy.

Candidates who demonstrate instructor potential

Any candidates who demonstrate instructor potential qualities are assessed and subjected to a standardised selection process, before being selected for instructor training.

Processing course approvals and returns

All ALSG courses are approved prior to them running and information on pass/fails rates and course issues reports are collected (if required) on completion of the course. During processing, quality assurance checks are routinely carried out to ensure the candidate:faculty ratio is correct, the standard programme is used, the director is approved and only eligible instructors teach on the course. If any of these criteria are breached by a centre, ALSG will investigate and may apply sanctions on future courses at that centre.

External assessment of course centres

Every ALSG centre must be regularly externally assessed. The assessments are undertaken by eligible external assessors, as laid down in course regulations. ALSG will investigate issues that are highlighted in the assessments and may apply sanctions on future courses at that centre, if acceptable improvements are not made.

Candidate feedback

It is compulsory that candidates supply feedback after every ALSG course. This feedback is made available to ALSG, the course centre who ran the course and instructors who taught on the specific course. The feedback is reviewed, as part of the course returns processing procedure.

Ad hoc quality issues

Any ad hoc quality issues that are brought to the attention of ALSG, by whatever means, are acted upon using standardised systems and procedures as quickly as possible.