

## Process Management

- The tasks that we do can be grouped together in Processes
- When we manage work we are managing the delivery of those processes
- The processes are the means by which we deliver a consistently high quality of service, give satisfaction to stakeholders and meet our strategic objectives

## Key Processes

- We have identified 8 Key Processes
  - 3 of these are our CORE Processes
    - Teaching, Training and Learning
    - Learner Support
    - Programme Management
  - The other are:
    - Strategic Planning
    - Quality Assurance
    - Marketing
    - Financial Management
    - Resources

## Quality Standards

- Standards specify the level of service to be expected
- The first stage in setting standards is to identify the key features that the customers feel is important, eg Regular review of progress.
- The second stage is to set SMART targets, ie: **Specific, Measurable, Achievable, Realistic, Timely**
- Standards can be set at various levels, eg. At organisational or individual learner level.

## Benchmarking

- Benchmarking tells us whether a standard or target is acceptable
- It compares our standards with those elsewhere
- The LSC (Learning and Skills Council) and LANTRA (Sector Skills Council) produce 'benchmark' information of learner retention and achievement

## Improvement Targets

- Annual Targets are set for Recruitment, Retention and Achievement, these are recorded in the Business plan and reviewed at staff meetings
- Learner targets are set at each review.