



# **The Beneficial Effects of Accreditation for Business & Osteopathic Solutions Journey to Accreditation**

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### Accreditation: Definition

"The action or process of officially recognizing someone as having a particular status or being qualified to perform a particular activity"

### The Meaning of Accreditation in Business

Accreditation is the recognition that an institution maintains certain standards for its graduates to gain admission to other reputable institutions of higher learning or, with relation to Osteopathic Solutions, to achieve credentials for professional in-house and bespoke practice. The goal of accreditation is to ensure that education provided by institutions of higher education meets acceptable levels of quality. Accrediting agencies (such as City & Guilds) which are private education associations of regional or national scope, develop evaluation criteria and conduct evaluations to assess whether or not those criteria are met. Institutions /Businesses (such as Osteopathic Solutions) that meet an agency's criteria are then "accredited" by that agency.

### The Importance of Business Accreditation

Accreditation is important because it:

- Helps determine if an institution meets minimum quality standards
- Helps students distinguish their chosen training course meets adequate education standards
- Helps employers determine whether a graduate is competently qualified to a high level
- Creates goals for institutional self-improvement in business

Additionally, many future employers of attendees often require evidence that applicants have received a qualification from an accredited school or programme. Attending an accredited course by a quality accrediting body such as City & Guilds covers this scenario arising, by providing an accredited course certificate on completion.

### A Rigorous, Effective Learning Experience Guaranteed

City & Guilds accreditation is only awarded to the highest quality training programmes so, with our accreditation in place, it is therefore required for all of our courses to maintain consistent quality throughout our training provision. With relevance to our Manual Handling and Moving & Handling of people courses both accredited with City & Guilds, the assessments in which our clients take on the final day of training, have been rigorously reviewed and assessed by our quality consultant to ensure they have met the high-quality training standards required. Built in to the training experience with Osteopathic Solutions, with the help of our accreditation process is a robust & valid training programme and assessment method, allowing attendees to leave with confidence in their subject. Alongside this, our training provision has many policies and procedures in place to support the entire learning experience.



### Putting the Needs of Course Attendees First

Accreditation for businesses like Osteopathic Solutions not only ensures its courses are quality assured, it also places the course attendee's needs and often varying learning abilities at the forefront of the training. With relevance to City & Guilds accredited courses, a compulsory policy is put in place for attendees of the course with learning requirements such as Dyslexia or those with English as a second language to ensure they are reaching their full potential. Under the City & Guilds accreditation method, Osteopathic Solutions' courses are multisensory to support the learning experience of these attendees. Our training programmes include videos, visually engaging power points, site observations and hands on practical allowing for use of all modalities of learning: visual, auditory, kinaesthetic & tactile. This leads to a more variable and therefore enjoyable learning experience with us.

Before the commencement of our City & Guilds accredited training courses, course finalising emails are sent to the client contact, asking if any attendees have any learning difficulties and if the answer is yes, they are attended to promptly with supplementary advice and provided additional on-site tuition. This mandatory guidance (due to our accreditation) offered by Osteopathic Solutions ensures all attendees are trained to the same high level. Additionally, for those with a language barrier, it is arranged for an external interpreter to accompany our trainer when delivering the training, as well as course notes, power points and written assessments in the preferred language of the attendee.

In contrast, courses without accreditation are not compelled to provide any additional assistance to course attendees with learning difficulties, often leading to a challenging and burdensome learning experience for that attendee.

As well as tailoring for the needs of various learning abilities, Osteopathic Solutions also offer post course support at no additional charge to all course attendees. After all, the world of teaching can be a daunting experience for some. Attendees are given the opportunity to contact our Director Gareth Milner with any additional post training queries they may have after qualifying as an instructor.

Attending an accredited instructor training programme gives clients that security of not being rushed out the door feeling apprehensive about facing that on-site instructor training world.

### Why we chose City & Guilds as our Accreditation Body & the Accreditation Journey

At Osteopathic Solutions, we wanted to ensure our training courses were accredited with a leading UK accreditation agency. City & Guilds is a globally recognised benchmark of quality for in-house and bespoke training programmes. They have been helping organisations develop their skills for growth and ensuring institutions meet their credentials for 140 years. We believe that with their background in providing accreditation to many quality training programmes, offering over 500 awards across a variation of industries across the UK, they set the standard nationally for training.



Our comprehensive City & Guilds Accreditation process started in the Spring of 2016 and was completed in May 2017 when Osteopathic Solutions were successfully accredited. The accreditation process started with a meeting with City & Guilds' Quality Consultant. Following this meeting using their Accreditation Programme Information Form, extensive documents were completed by our Director, Gareth Milner. As part of the lengthy journey to achieving this highly regarded Accreditation he had to submit the following on behalf of the business:

- Programme aims, objectives, learning outcomes, structure & delivery UK Team Organisational Chart listing key roles & responsibilities for staff involved in delivery, supporting training, assessment & quality assurance.
  - Assessment Method including management of attendee retakes
    - Precourse & post course management
  - Version control & change history for all training & assessment materials
- Inductions & professional development records & plans for all staff involved in delivery, assessment & quality assurance
- Documented quality assurance strategy & procedures/ internal monitoring & evaluation processes/ procedure

Following the submission of these documents, he then met City & Guilds' Business Solutions Executive at their London Head Office. City & Guilds' Technical Specialist Consultant then observed our 2 Day Manual Handling Instructor (Train the Trainer) Programme for Nestle Purina in March 2017. Our final meeting was at their London Head Office in April 2017 with the Technical Specialist Consultant who observed this Instructor Programme.

This meticulous process has supported business wide developments including specific Programme improvements with the attendee Practical Assessment and our Version 2 Manual Handling Instructor (Train the Trainer) Assessor Course Booklet.

Osteopathic Solutions are proud as a team of this accreditation and look forward to working with City & Guilds for the long term and continuously improving our Instructor Programmes for our clients, with best practice, in-house, bespoke training and risk assessment programmes ensuring their compliance with UK Health & Safety Legislation.