



**BRITISH HEALTHCARE TRADES ASSOCIATION (BHTA)
COURSE ENDORSEMENT SCHEME**

Version 2: APRIL 2016

1) What is endorsement?

Through its endorsement scheme, the British Healthcare Trades Association (BHTA) aims to recognise training programmes of a high professional standard, awarding a mark of quality to those courses that pass a rigorous assessment of the following:

- The course structure
- Aims and learning outcomes
- Assessment model
- Relevance to BHTA members and the wider assistive technology industry.

The main purpose of this recognition is to be able to confidently signpost members of the BHTA, and those in the wider healthcare and assistive technology industry, to training courses that provide relevant and quality assured content.

A note regarding course providers

The BHTA assesses the content and course structure, but it is important to note that the BHTA does not endorse the actual provider of the course. In achieving endorsement from the BHTA the content of the course will have met the BHTA assessment criteria. It is the responsibility of the course owner to assess and audit the organisations that deliver the training, whether that be their own organisation or, if the course is commercially available to deliver, third party providers.

1.1 Use of the logo

A special version of the BHTA logo has been created for use by course providers that successfully complete the endorsement process. The endorsement logo displays the date that the course is endorsed until, at which point a renewal of the endorsement of the course must be sought.

The logo is available electronically and there are two versions in portrait and landscape format. Both colour and black and white versions are available for use.

For those courses that successfully pass the endorsement process, the logo may be displayed on promotional course literature, an organisational website and any other materials relating to the endorsed course. The BHTA will supply the logo electronically, any incorporation of the logo on company literature and materials is incurred at the cost of the course provider.

1.2 Misuse of the logo

If the logo is misused in any way, the BHTA reserves the right to terminate endorsement of the course or take legal action. Instances of misuse would be;

- A non-endorsed course provider using the logo
- Using the endorsement logo to evidence BHTA membership
- False claims about what was entailed in the assessment process
- Continued use of the logo past the renewal date

The above list is not exhaustive.

2) PROCESS

2.1 Eligibility

The BHTA will endorse any course where the learning outcomes and objectives of the course are relevant to the healthcare and assistive technology industries, and or where the course may be of direct relevance to BHTA member companies.

For example; a customer service course that focusses on best practice selling techniques, whilst not necessarily needing to be focussed on the healthcare industry, could be considered to have relevance for BHTA members.

The BHTA will endorse;

- In-house company training programmes
- Commercially available training programmes
- Training delivered through conferences, trade shows and seminars

The course providers may be;

- Commercial training providers
- Charities and not for profit organisations
- Educational establishments such as universities, colleges, schools
- Long distance learning providers
- Private sector organisations

2.2 The accreditation process:

A course provider may seek accreditation from the BHTA as follows:

Prior to accreditation:

1. a course endorsement form (ACC1) must be completed and submitted to training@bhta.com for the attention of the Accreditation and Professional Development Manager (APDM).

The form can be downloaded from the BHTA website at:

www.bhta.com/professionaldevelopment;

or a hardcopy can be requested from training@bhta.com or by calling 020 7702 2141.

2. receipt of form ACC1 will be acknowledged within 3 working days
3. the application will be reviewed by the APDM against the published guidance.

The assessment will take into account issues such as;

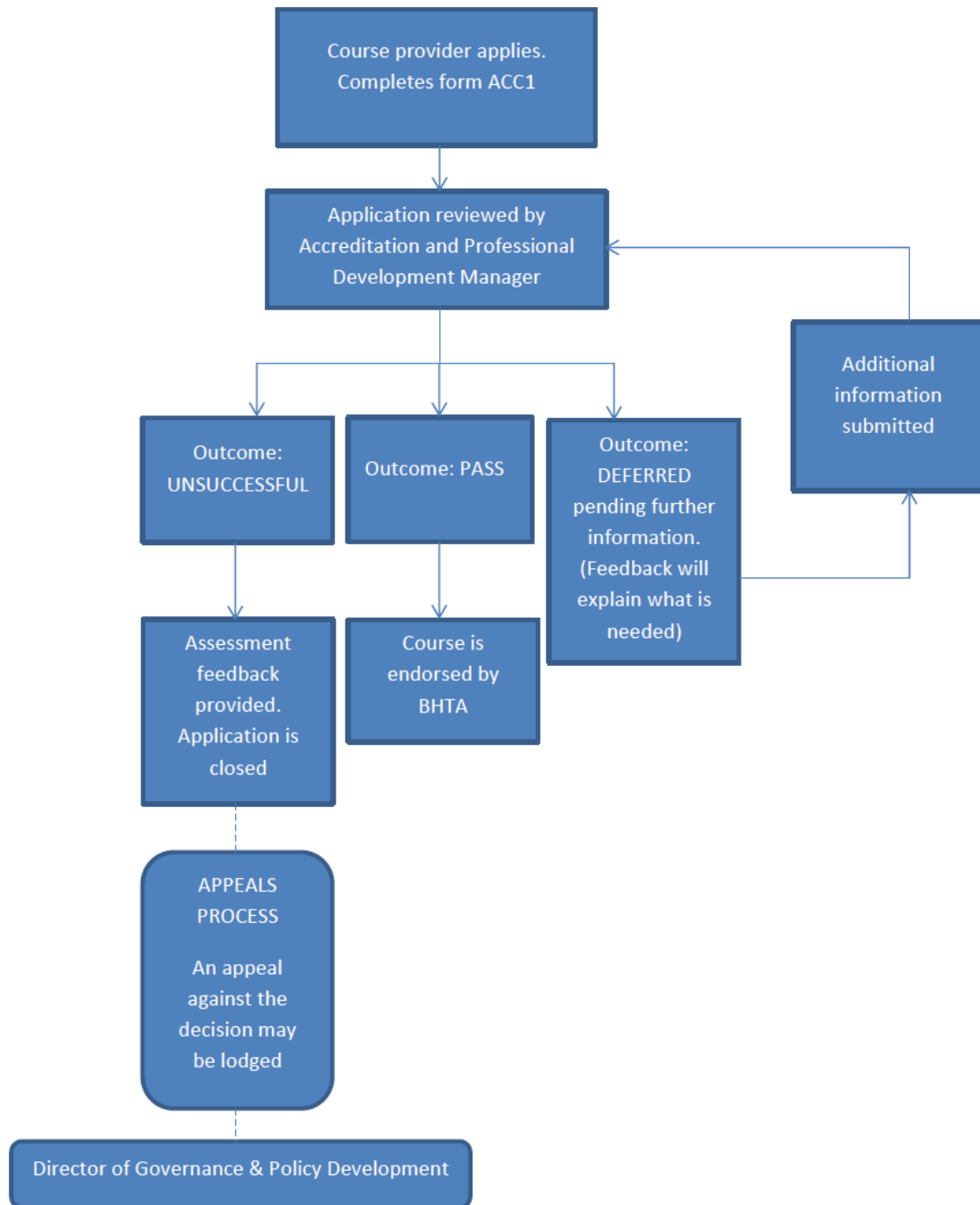
- Delegate cost
 - Delegate pack and material provided
 - Learning outcomes and objectives of the course
 - Delegate feedback
 - Pass rate
 - Numbers of delegates
4. the course provider will be notified of the outcome in writing and, if successful, sent the electronic versions of the logo and relevant paperwork
 5. if there is a unsuccessful outcome, the applicant may lodge an appeal if it is felt that grounds for an appeal can be evidenced. The Appeal will be assessed by the BHTA Director of Governance and Policy Development. The appeals process is outlined in section 2.4.

Post accreditation:

6. The accreditation of a course will be renewed annually for a set fee. Please see section 2.6 for further details.

The British Healthcare Trades Association

Accreditation for training courses



2.3 The Assessment

Assessment criteria and the application form

The application is assessed against the following assessment criteria:

Assessment criteria (AC)	Related section of the application form
AC 1: Learning outcomes	Section one: Course details
AC 2: Course delivery	Section three: Delivery and resource
AC 3: Assessment	Section four: Assessment
AC 4: Delegate experience	Section five: Delegate experience

Please note: The information detailed in Section two, the Qualification, is for information gathering purposes and does not form a specific assessment criteria.

SECTION ONE: COURSE DETAILS

This section focusses on the main purpose of the course and will assess issues such as the learning outcomes and target audience.

Assessment criteria 1: Learning outcomes

The assessment will look for the following;

- *Are the learning outcomes clearly stated on promotional literature?*
- *Are the learning outcomes reviewed against the course content/materials regularly to ensure relevance?*
- *Are the learning outcomes in line with accepted best practice principles?*
- *Relevance of the course to BHTA members*

The above points act as a guide for the assessment and not all need to be evidenced individually.

SECTION THREE: DELIVERY AND RESOURCE

This section assess the delivery of the course focussing on areas such as the experience of the lecturers/speakers, how many hours of learning are evidenced and what support materials are available for delegates.

Assessment Criteria 2: Delivery

The assessment will look for evidence of the following;

- *Are the lecturers suitably qualified to deliver the course? – how is this assessed and selections made?*
- *Are the class sizes of a size that will foster an environment that encourages questions and discussion?*
- *Is the course delivered in a suitable format given the nature of the learning outcomes and content?*
- *Are the learning outcomes and aims realistic given the number of hours of learning required?*
- *Are the delegates supported with relevant study materials?*

The above points act as a guide for the assessment and not all need to be evidenced individually.

SECTION FOUR: ASSESSMENT

This section will focus on how the course provider assesses that the learning outcomes have been achieved and met. Whether there is an exam, coursework and detailed feedback process

Assessment criteria 3: Assessment process

The assessment will take into account the following;

- *If an exam is used, is it timed? Is it invigilated? Is it closed book?*
- *Is the pass mark below 30%? If so, why?*
- *Is coursework expected/assessed?*
- *Is there a clear pass mark weighting for both the exam and coursework elements?*
- *Is a process/opportunity for detailed feedback provided to the delegate?*

The above points act as a guide for the assessment and not all need to be evidenced individually.

SECTION FIVE: DELEGATE EXPERIENCE

It is important that the course itself provides excellent value for money. The delegate experience is very important and so the following will be taken into consideration:

Assessment criteria 4: Delegate Experience

The assessment will consider the following;

- *The booking process*
- *The fee structure*
- *The cancellation policy*
- *Accommodation of learning difficulties and disabilities*

The above points act as a guide for the assessment and not all need to be evidenced individually.

How the outcome is reached

The assessment will take into consideration all aspects of the criteria above and the answers to all the questions in the application form and make a judgement as to whether the course aims to deliver excellent customer service, value for money and professional relevance.

2.4 The Appeals process

If a course provider is unsuccessful in their application for accreditation detailed assessment feedback will be provided outlining the reasoning for the decision. If the course provider feel that they have grounds to appeal against the decision of the assessment they may submit a formal appeal to the Director of Governance and Policy Development.

Eligibility for appeal

An appeal cannot be made solely on the basis that the course provider disagrees with the outcome of the assessment. The course provider must be able to demonstrate that due process was not met when the assessment took place, in other words, that the course provider was subject to a 'flawed' assessment.

Examples of due process not being met could be;

- Where information submitted has not been taken into account
- Where the assessment has not been carried out in accordance with the guidance
- Where there is clear evidence of, or a strong suspicion exists, that the assessment was carried out by one who allowed their own prejudice or personal view to unfairly influence the decision

The Process

A statement of appeal must be submitted, outlining the grounds for the appeal, to the following address:

The Director of Governance and Policy Development
British Healthcare Trades Association
New Loom House, Suite 4.06, 101 Back Church Lane, London, E1 1LU;

or, email at training@bhta.com or call to discuss on 020 7702 2141.

There is no word limit for the appeal statement.

The appeal will only focus on the application submitted and the assessor's feedback. No additional material will be considered as part of the appeal.

It is also to be noted that an appeal may only be made against an unsuccessful outcome, it is not possible to appeal against the decision to defer pending further information as, at that point, the application is not considered to have been unsuccessful.

2.5 Application fees:

The BHTA recognises that some courses may last a few hours whereas others could last for several days, therefore a sliding scale of fees has been established as follows:

Nature of course	Application fee
1 hour only course	£50
2-7 hours of teaching (up to a full day course)	£100
2-3 day course	£150
4 days	£200
5 or more days	£500

2.6 The Renewal Process

To ensure that standards for accreditation are maintained, the following process will be undertaken on an annual basis:

- the secretariat will write to the course provider and forward a copy of renewal form ACC2 for completion
- the completed form ACC2 is to be returned to training@BHTA.com and receipt will be acknowledged within 3 working days
- all documentation submitted reviewed by the APDM who will review the answers to form ACC2 to ensure the course remains relevant to the BHTA's educational aims and objectives. Please note that a detailed review will be made of any changes to the course programme, delivery and fee structure that are highlighted.
- if required, the Secretariat reserves the right to contact delegates who have sat and completed the course for feedback
- if approved, the course provider will be notified in writing and a revised certificate of accreditation will be issued, together with an updated electronic logo.

Renewal fees:

Nature of course	Renewal fee
1 hour only course	£50
2-7 hours of teaching (up to a full day course)	£70
2-3 day course	£120
4 days	£150
5 or more days	£450