

# Training Quality Standard Scoring Analysis

**Release 1**  
**April 2009**

TRAINING  
QUALITY  
STANDARD

The Training Quality Standard is an assessment framework and a process for assessing organisations using that framework, to recognise their strengths and areas for improvement, and to celebrate the best organisations delivering training and development to employers.

The Learning and Skills Council for England led and invested in the development of the Standard, but its use as an assessment framework and accompanying process is made available to all organisations anywhere delivering training and development to employers.

Development of the Standard took place during 2006 and 2007, with assessments beginning in 2007.

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# Introduction

This is the first release of what will be an occasional publication for use by all those organisations and people working with the Training Quality Standard. Now that we have over a hundred organisations certificated against the Standard, we also have a database of their scores against the Part A and Part B assessment frameworks, and we can use those to help illuminate what score outcomes from assessments really tell us about an organisation's capability and performance.

Over the following pages, we present the latest data on scores from Part A and Part B assessments, and offer up some analysis about what they mean about current achievement, and about the differences between those passing and those failing. The analysis is offered to help those at many levels – government, training provider, employer, improvement adviser – better understand what the Training Quality Standard is telling us about training capability and performance, and to understand how well an organisation has fared in assessment by comparing its scores with the wider group.

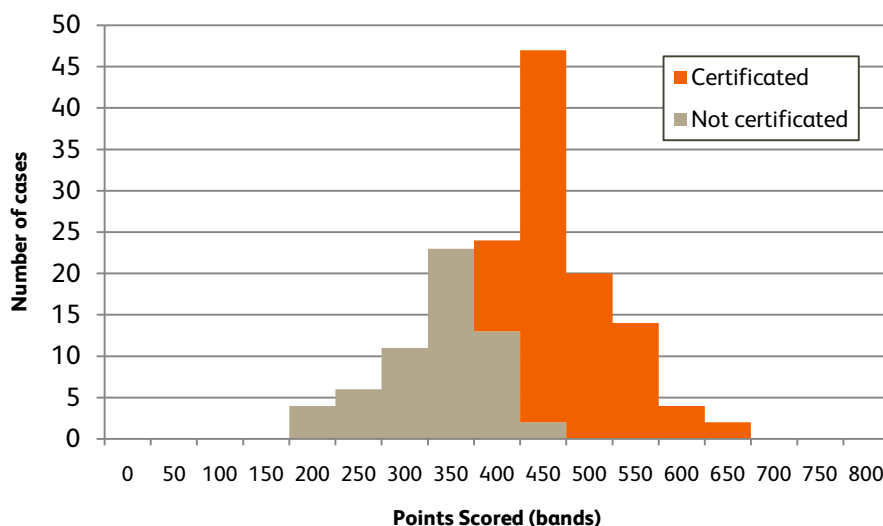
All of the data relates to organisations in England, with scores resulting from assessments between the autumn of 2007 and February 2008, from assessments validated as complete by the Certification Panel. **Part A** first sets out data on the outcomes for Part A assessments; **Part B** then does the same for Part B assessments; **Further analysis** then adds to this the key data on pass rates and key score points for comparison.

# Part A scores

155 Part A assessments have been completed, resulting in 96 certifications, 17 of which were full (i.e. not conditional). The median overall Part A score was 448 points out of the 1,000 available, with half of cases achieving between 388 and 501 points. The lowest scoring certification was 425 points, the highest 661 points.

Figure A1 sets out the distribution of score outcomes in 50-point bands,<sup>1</sup> identifying where cases resulted in certification (conditional or otherwise). It's worth noting that a number of organisations scored into the 400 to 500 point band but did not achieve conditional certification.

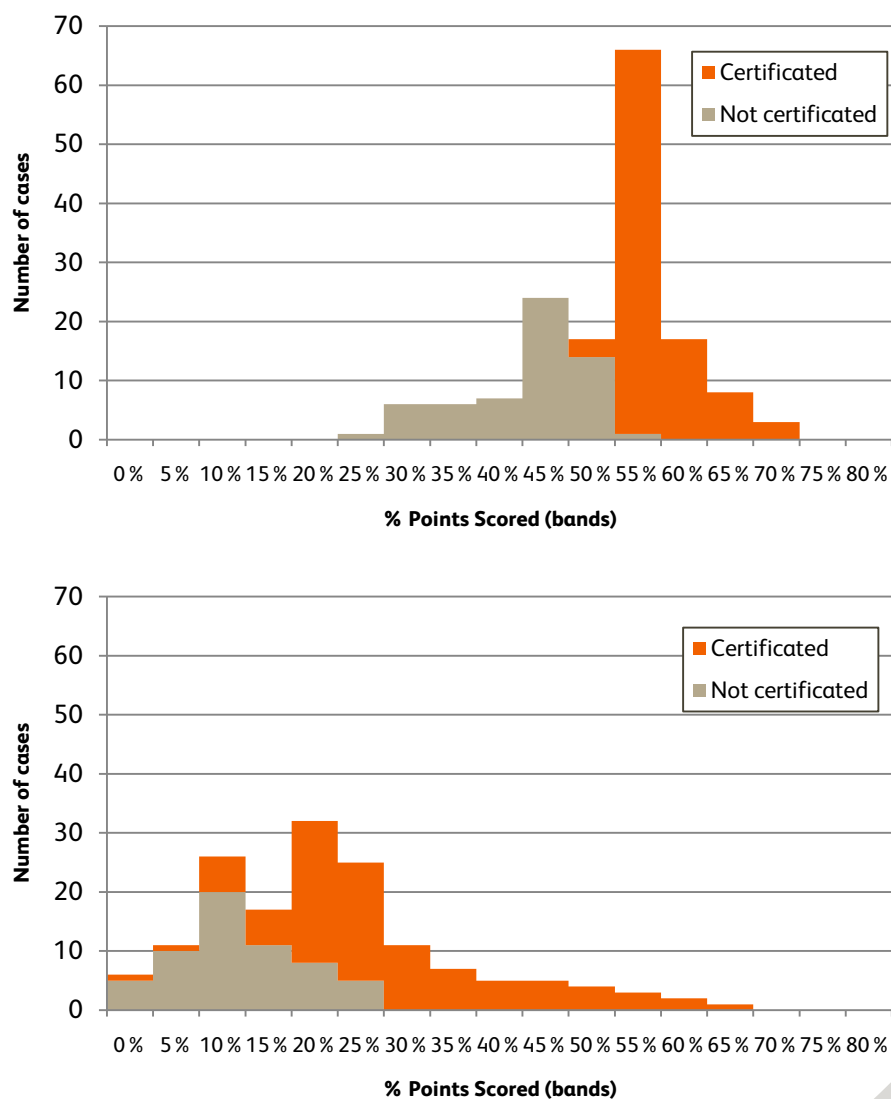
**Figure A1: Part A overall score distribution**



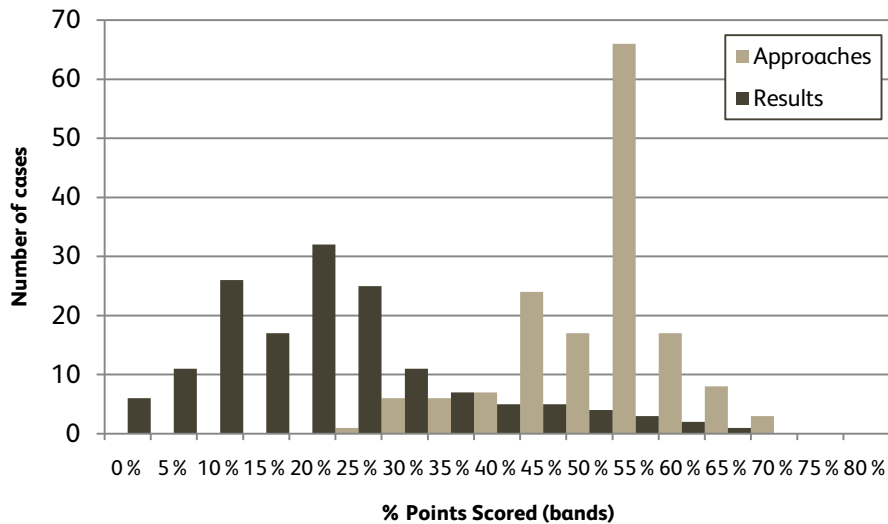
<sup>1</sup> The label of each 50-point band refers to its floor; i.e. 200 means from 200 to 249.

Figure A2 presents the distribution of Approaches and Results scores, again distinguishing between organisations by their achievement (or not) of certification. The scores are presented in percentage terms for ease of comparison (as Approaches constitute 700 points and Results, 300 points). The point to note here is the much lower median and much wider distribution of Results scores. The median scores are 55 % (388 points) for Approaches, and 22 % (65 points) for Results; therefore, the median organisation would not achieve certification without the conditional concession.

**Figure A2: Part A Approaches and Results score distributions**

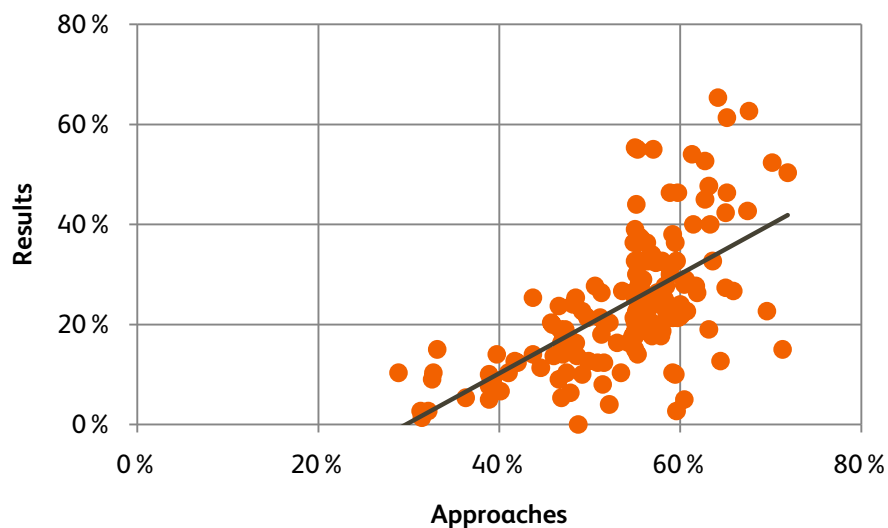


**Figure A3: Part A Approaches and Results compared**



The different distributions of Approaches and Results scores are compared more clearly in *Figure A3*. The long tail of poor performance measurement maturity was the main driver for the Conditional Certification concession designed into the Standard; the Results score outcomes bear out the need for this concession. The good news, highlighted in *Figure A4*, is that although the maturity gap remains, performance still tallies with capability.

**Figure A4: Part A Approaches vs Results scores**

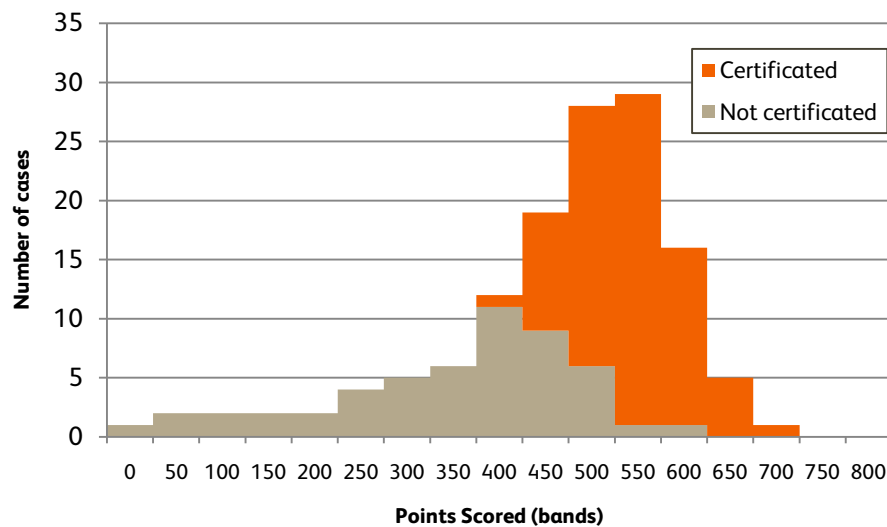


# Part B scores

135 Part B assessments have been completed, resulting in 83 certifications, 39 of which were full (i.e. not conditional). The median overall Part B score was 522 points out of the 1,000 available, with half of cases achieving between 440 and 574 points. The lowest scoring certification was 437 points, the highest 716 points.

Figure B1 sets out the distribution of score outcomes in 50-point bands,<sup>2</sup> again distinguishing by outcome. It's worth noting again those scoring high but not achieving certification; the wider distribution is driven by a concurrent failure to achieve Part A holding back certification for Part B.

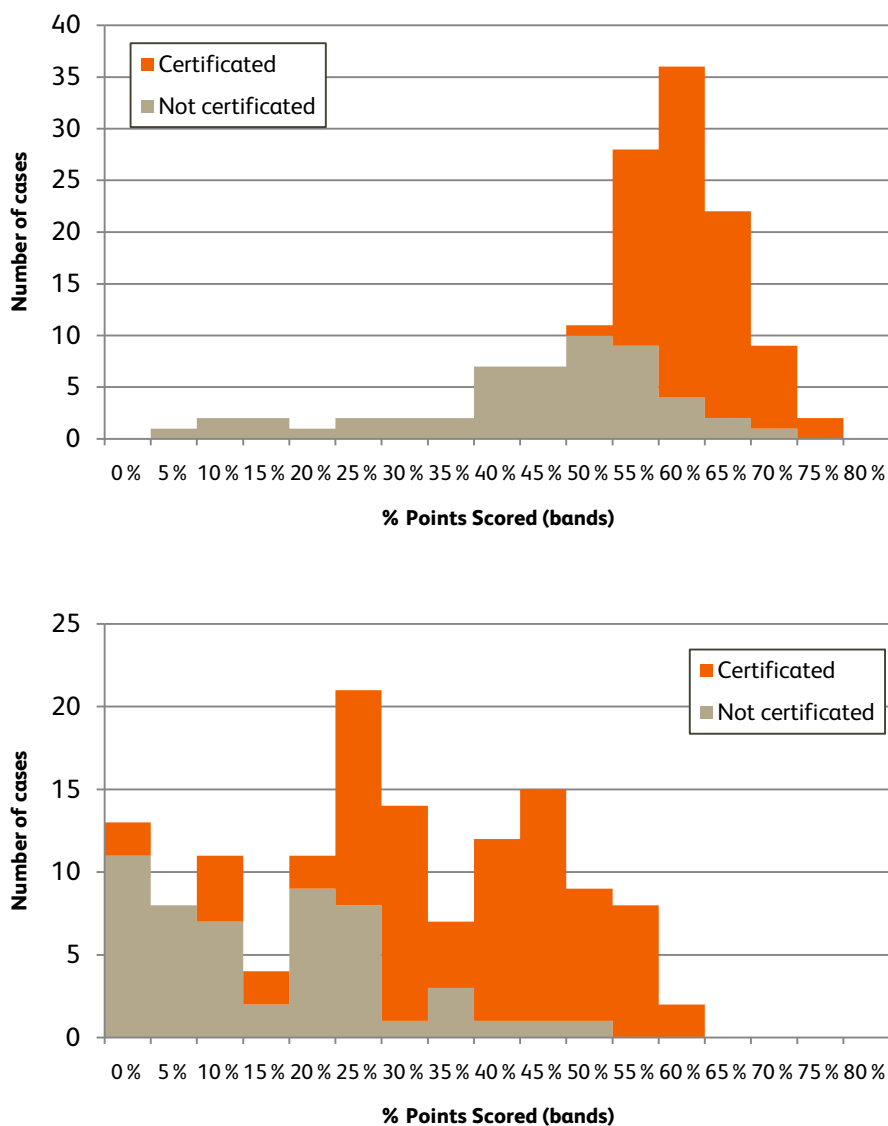
**Figure B1: Part B overall score distribution**



<sup>2</sup> The label of each 50-point band refers to its floor; i.e. 200 means from 200 to 249.

Figure B2 presents the distribution of Approaches and Results scores, again distinguishing between organisations by certification. As with Part A, Approaches has a higher median score (61 %, 426 points compared to 31 %, 93 points), as well as being much widely distributed – again the scores tell us that the average organisation would not achieve certification without the conditional certification (although the proportion of full certifications is much higher than for Part A).

**Figure B2: Part B Approaches and Results score distributions**





**Figure B3: Part B Approaches and Results compared**

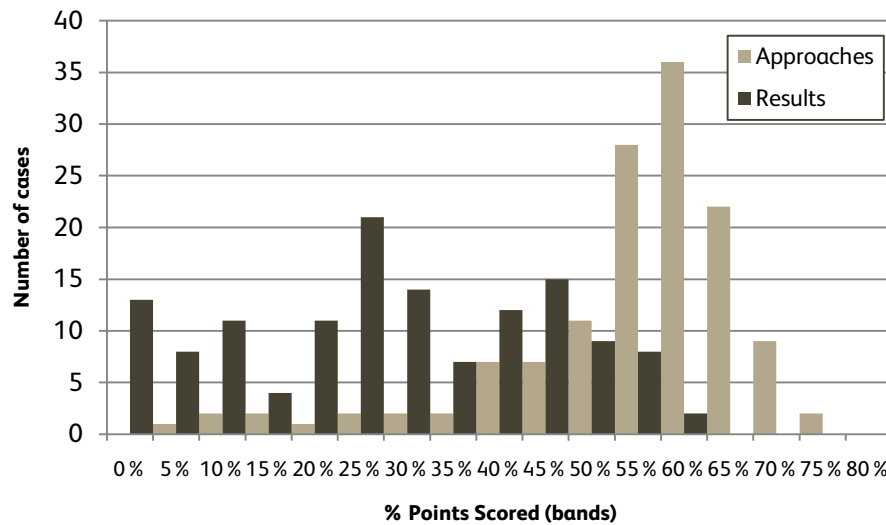
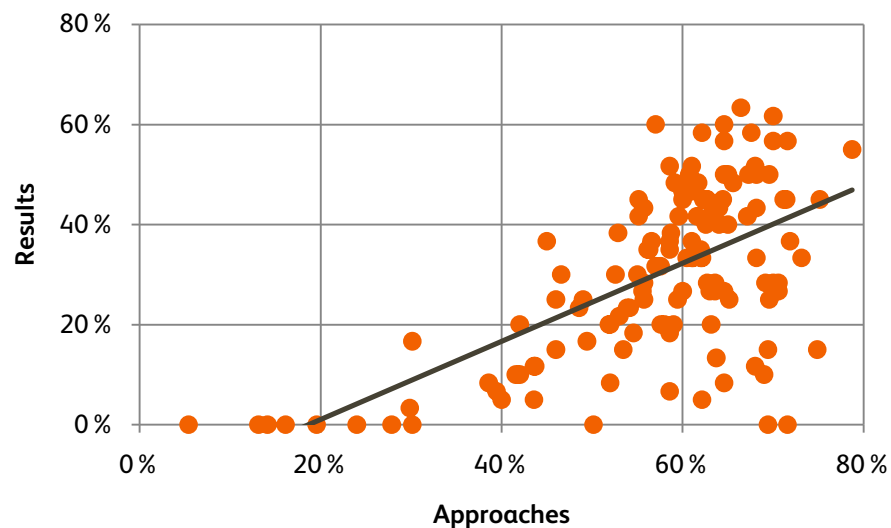


Figure B3 shows again the lower average score of Results, but also a particularly wide distribution; again, this points to the maturity gap for performance measurement; again Figure B4 shows some link between Approaches and Results scores, suggesting some organisations do bridge this gap, and more here than for Part A; but the relationship seems looser here.

**Figure B4: Part B Approaches vs Results scores**



# Further analysis

In this section, we draw the scoring data together to allow for some richer comparisons around the outcomes from the Training Quality Standard.

## Assessment and certification outcomes

Figure F1 below shows the 'pass' rate for Part A and Part B, with Part B having a similar overall certification level, but much more limited use of conditional certification. Figure F2 (next page) summarises the scoring range (by quartile) for each Part and each type of outcome.

**Figure F1: Part A vs Part B outcomes rates**

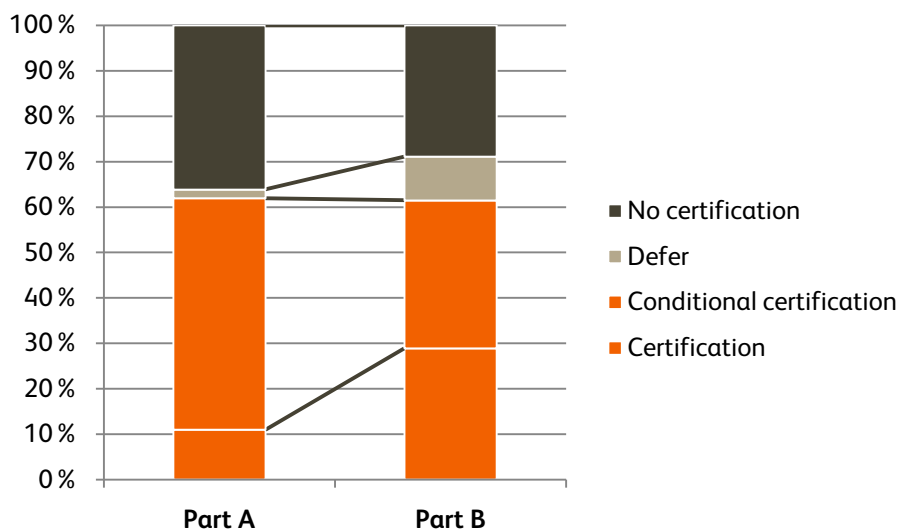
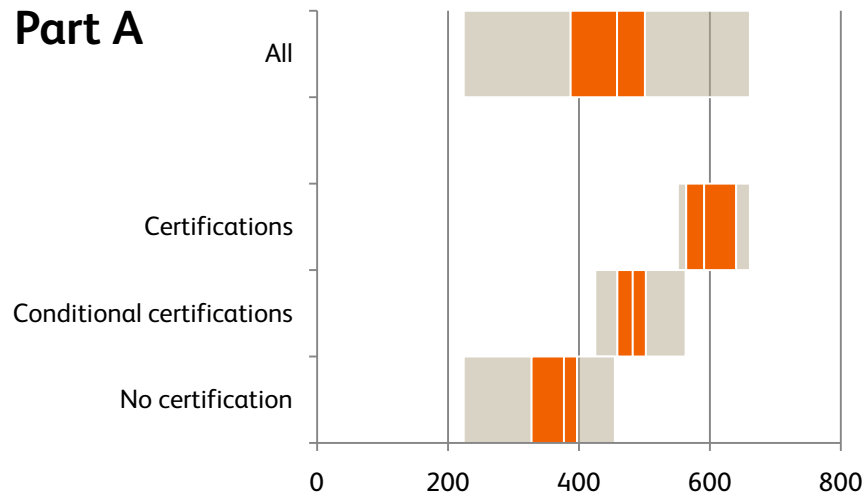


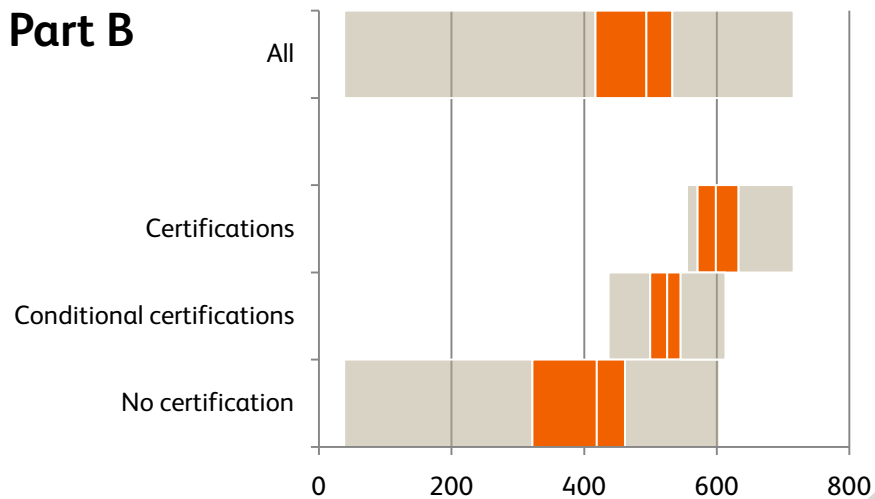
Figure F2: Score distribution key facts, Parts A and B

	Outcome	2 <sup>nd</sup> Quartile	Median	4 <sup>th</sup> Quartile	n
Part A	All	388	458	501	155
	Certifications	564	591	640	17
	Conditional cert'ns	459	482	502	56
	No certification	328	377	397	79
Part B	All	417	494	533	135
	Certifications	571	599	633	39
	Conditional cer'ns	500	526	546	44
	No certification	322	419	462	39

## Part A



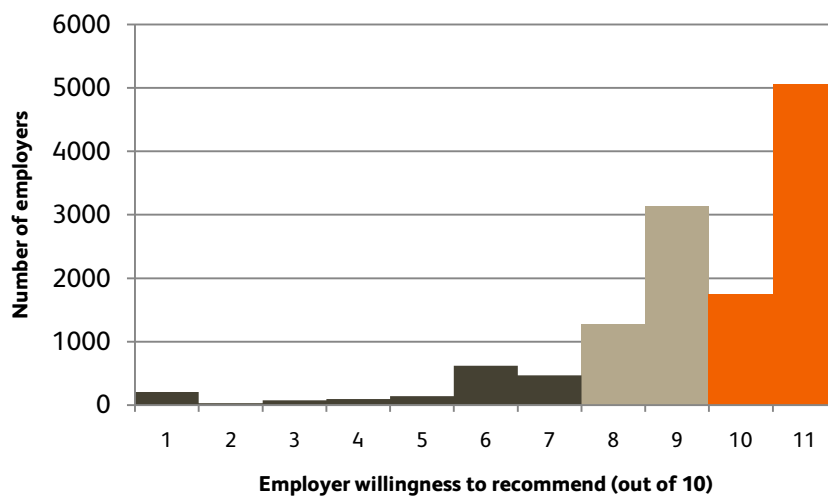
## Part B



## Part A and Validation outcomes alignment

Figure F3 shows the aggregate of all 12,807 quantitative employer validation responses, across some 94 organisations' customers. The total Net Promoter Score is 40 %; the median score is 46 %, with the second and fourth quartile beginning at 30 % and 56 % respectively. Figure F4 shows the limited correlation between Part A score outcomes and Validation outcomes; this is to be anticipated, as Validation is being used to provide additional evidence, as a complement to the process.

**Figure F3: Net Promoter Score response across all validations**



**Figure F4: Net Promoter Score vs Part A points score**

