



1. The provider has a process in place to assist users to plan the learning experience effectively.

Therefore:

- a) offers guidance/information on **or** agrees roles and responsibilities of the user and the provider i.e. who does what;
- b) captures **or** agrees learning objectives;
- c) offers a menu **or** plans (where necessary) a tailored programme of work, with a purpose for each activity, linked to learning objectives;
- d) takes into account, any equality, diversity and inclusion issues and needs;
- e) offers guidance/information on **or** agrees a process with the user, for assessing learner progress during the overall experience and how the experience will be evaluated; and
- f) offers guidance/information on (could include resources/activities) **or** discusses with the user preparation and follow up to the visit.

Pre Experience Indicator



2. The provider provides accurate information about its offer.

Therefore:

- a. ensures that any promotional / written materials provide an accurate description of amenities, facilities and services provided and contact details; and
- b. has charging policies that state honestly the charges of the experience.

Pre Experience Indicator



3. The provider provides activities, experiences and resources which meet learner needs.

Therefore:

- a) offers a variety of activities delivered through a range of teaching and learning styles;
- b) equipment and materials are suitable for tasks/activities, the age and ability of the learners, are current and in good working order;
- c) makes good use of their location;
- d) the amenities, facilities and services are as described in promotional / written materials;
- e) **where there are on site educational or instructional staff**, staff are competent; and
- f) **where there are on site educational or instructional staff**, there is a process in place for monitoring and evaluating the quality of their teaching / instruction.

During the Experience Indicator



4. The provider reviews the experience and acts upon feedback.

Therefore:

- a) evaluates their own services;
- b) gathers feedback on the learning experience from users (teachers and learners), including what was agreed at the planning stage was delivered, whether learning objectives have been met and value for money has been achieved; and
- c) has a process in place to change practices as a result of review, evaluation and feedback.

Post Experience Indicator



5. The provider meets the needs of users.

Therefore:

- a) communicates effectively with users;
- b) essential written policies and procedures are reviewed, maintained and updated. This should be undertaken on a regular basis and cover all venues and all activities;
- c) shows an understanding of sustainability issues and the impact of activities where appropriate; and
- d) has a process in place to monitor the overall quality of provision across its site or sites (if multiple sites) and make changes where necessary.

The Organisational Indicator



6. The provider has safety management processes in place to manage risk effectively.

Therefore:

- a) has safety management procedures in place, (which are shared with users) so that risks are identified and appropriately managed;
- b) complies with all external regulation relating to them e.g. Health and Safety at Work Act;
- c) has appropriate/agreed public liability insurance cover; and
- d) has relevant safeguarding procedures in place e.g. maintains Child Protection Standards and provides child secure venues.

The Organisational Indicator