

Ensure that the auditor has all the information they need to start the process.

Before giving the auditor the enrolment pack for the customer we complete a briefing form. The briefing form is a summary of each customer we have signed up to start the training course. This form has their name, date of birth, any health issues or disabilities, BKSb score and their emergency contact number. This form is very important because it saves the auditor time looking for this information in the enrolment pack.

The PWEMI team also print out a ULN for each customer. This is a list of the customer's previous qualifications and is used by the auditor to sign them up for the qualification. It is important that this document is handed over to the auditor so they can check whether the customer has already been registered or completed our qualification; if so, the customer would not be eligible for the training course and must be notified before the first day of the course.

Once the audit is complete arrange a meeting to discuss their findings. Produce a short agenda and provide minutes for you portfolio. The discussion points must include:

a) Instances where business processes, quality standards and/or procedures could be improved.

I arranged a meeting with one of the Administration staff at Tyne North Training, Georgia Murray. Georgia is responsible for auditing my paperwork once checked by myself. When she has completed her checks on my paperwork she then sends off the relevant documents to the Skills Funding Agency and awarding bodies.

In my meeting with Georgia, she highlighted several issues which I should improve on to increase the quality of the paperwork.

Here are the minutes of the meeting below:

