

1. Official Registration and Quality Indicators		
Checkpoint	Details / Thresholds to Look For	Rationale
Is the provider on the official register? (apprenticeships)	Must be listed on the Apprenticeship Provider and Assessment Register https://www.gov.uk/employers-find-apprenticeship-training	Compliance
What is their Ofsted grade?	Look for an Outstanding (Grade 1) or Good (Grade 2)	Ofsted grade descriptors indicate the quality of education, leadership, and outcomes.
What is their Qualification Achievement Rate (QAR)?	Check the provider's overall QAR. Ask the provider to show you their achievement rate. Look for a rate above the national average (national average for 2023-2024 was 60.5%) Apprenticeship data available via https://findapprenticeshiptraining.apprenticeships.education.gov.uk/courses	DfE/Apprenticeship Accountability Framework (AAF) . QAR shows the percentage of apprentices/learners who successfully completed their programme and assessment.
What is their retention/withdrawal rate?	Look for a low withdrawal rate and high retention rate (The AAF 'at risk' threshold for retention has been less than 52%).	AAF uses retention as a key quality indicator for managing risk and ensuring apprentices/learners complete their training.

2. Learner and Employer Feedback		
Checkpoint	Details / Thresholds to Look For	Rationale
What are the Learner Satisfaction Survey results?	The provider should share their feedback scores and highlight areas of strength or recent improvement actions. Look for high overall satisfaction.	AAF uses apprentice feedback as a core quality measure. A satisfied learner is more likely to complete.
What are the Employer Satisfaction Survey results?	The provider should demonstrate high satisfaction scores from existing employer partners. Ask for testimonials or case studies provided by other employers in similar sectors.	AAF and best practice. High employer satisfaction indicates the provider is meeting business needs and providing a good partnership experience.
References from current partners?	Ask to speak directly with at least one current employer partner to discuss the quality of the partnership, apprentice/learner support, and reporting.	Best Practice for due diligence and understanding the day-to-day partnership.

3. Delivery Model and Support		
Checkpoint	Details / Thresholds to Look For	Rationale
Is the delivery model flexible and suitable?	Confirm the specific delivery method: day release, block release, distance learning, or a blended approach. Ensure the structure fits your business operations and the apprentice's/learner's learning style.	Official Guidance/Best Practice. The delivery must allow the Off-the-Job Training to be managed effectively (applies to apprenticeships only)
What learner support is provided?	Ask about support for academic needs, mental health and well-being, and specific support for apprentices with Learning Difficulties and/or Disabilities .	Ofsted/Official Guidance. High-quality providers offer robust, personalised support to help all apprentices/learners achieve.
How are line managers engaged?	The provider should have a clear process for involving line managers from the start, providing them with training or guidance on their role in the apprenticeship or training programme.	Best Practice. Effective line manager support is vital for embedding learning and ensuring apprentice/learner success.

What is the quality of the teaching staff?	Enquire about the tutors' qualifications, industry experience, and direct employment status (direct employment by the provider can mean greater accountability). If provision is sub-contracted, what quality process is in place to ensure delivery meets your standards.	Ofsted/Best Practice. Experienced trainers are essential for high-quality instruction and relevant learning.
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4. Value and Partnership		
Checkpoint	Details / Thresholds to Look For	Source / Rationale
What is the total cost and what does it cover? (apprenticeships)	Confirm the agreed price for the entire apprenticeship, and ensure it explicitly includes the End-Point Assessment (EPA) costs.	Official Guidance/Value for Money. Clarity on costs prevents unexpected charges later in the programme.
What reporting mechanism is available?	Request specific information about how the provider will keep you updated. Look for clear, impactful reporting that tracks learner	Best Practice. Robust reporting enables you to track the return on investment (ROI) and monitor apprentice progress effectively.

	progression, attendance, designed with HR and management in mind.	
Does the provider align with your business goals and priorities?	They should have a 'business-first' conversation , asking about your specific needs, capability gaps, and long-term talent strategy before presenting a course catalogue.	Best Practice. A high-quality provider acts as a strategic partner, not a transactional supplier.