legislative and regulatory requirements, codes of practice and guidance within the home country.

The Programme Manager will maintain the following:

Records of all Tutors and Mentors Standardisation meeting minutes Records of assessment queries, complaints and appeals Records of verbal and written feedback from learners

As appropriate, the Programme Manager will be the main point of contact for the Apprenticeship standard.

Staff Development

Programme Managers will be responsible for ensuring that staff achieve the necessary qualifications to fulfil their role in delivery and assessment of qualifications