

ISS – Education/Training



QUALITY ASSURANCE

An essential function within ISS is the product and education and training review process. This ongoing process provides a method to assure ongoing quality improvement in the design, development and delivery of our products and services. By ensuring quality assurance reviews we actively participate in evidence-based decision making to promote vibrancy in our service to our clients.

Quality assurance review ensures the health and vitality of business by:

- Assessing our products to ensure current relevancy and accountability
- Assess our education and training for compliance requirements and maintain outcome-based education standards
- Comply and map education and learning outcomes with the National Occupation Standards established for the profession
- Evaluating the feedback from our clients, course participants and various industry stakeholders
- Assessing a variety of performance indicators and other data collected from our education and training courses

Typically our quality assessment reviews occur during our education “summer break” period that permits the Directors to meet and perform an annual quality review process. After this review and analyzing the products and services any changes or modifications are performed to ensure current relevancy.

“The further away the future is, the better it looks.” (Finnegan’s Law)

We look forward to serving you!