

### **New Quality Assurance Procedure Success**

You may remember the September 2021 announcement of a brand new DMN 4 tier Quality Assurance Procedure which incorporates a Tier 3 Upskill Now Masterclass and a 90 day follow up review. Well, we are now into the third round of QA reviews, with two cohorts completing the Upskill Now Masterclass and undergoing a follow up 90-day review with outstanding results.

The QA Review Team have been delighted with results such as these few examples:

<b>Initial QA Review Score</b>	<b>Upskill Now Benchmarking Score</b>	<b>90 Day Follow Up Score</b>
68.2%	88.9%	96.6%
62.3%	96.9%	98.4%
68%	86.3%	91.1%
79%	91.2%	96.4%

It should be mentioned that some of the TPAs who have demonstrated such outstanding improvements took the initiative to seek private Mentoring, supplementing the QA Review Procedures to help resolve identified skills gaps.

These, together with other similar successes that our TPAs have achieved, are commended and celebrated. The QA Review Team look forward to stewarding further skills development amongst our TPA Community.

Furthermore, a number of Members, both long-standing and new, have independently enrolled in the Upskill Now Masterclass, with many citing *"best NatHERS specific training I have ever done"*.