



Crowood House North, Gipsy Lane, Swindon, Wiltshire. SN2 8YU

## Quality Assurance Policy

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. We will aim for continuous improvement in the quality of all aspects of our work as part of our determination to help learners achieve the highest possible standards. Our aim is to provide high quality education and training with high delegate satisfaction rates, high pass rates, high implementation rates and a high return on investment.

### **Purpose:**

The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning. The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure. Line managers will initiate procedures within their teams and agree annual Personal Development Plans and Business Improvement plans

The quality assurance procedures will be founded in a process of regular self-evaluation by each team, internal and external audits in addition to client and delegate feedback. The quality procedures will seek the views and perceptions of learners and other stake holders for whom the services of Key Performance Training exist. Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

### **Responsibility for Implementation:**

All staff (managers, trainers, support staff) are responsible for the implementation of the Quality Assurance Policy. It is the Managing Director's responsibility to ensure there is an annual review of the policy. It is the responsibility of all to engage positively in that review and ensure implementation

### **Focus of Quality Assurance:**

- To encourage continuous improvement in the quality of all training programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims.
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies
- To provide information which supports strategic planning for our business development
- To review regularly the performance, training and developmental needs of all employees through the operation of our monthly coaching system with all staff
- To encourage continual professional development and to offer training and development to individuals from induction and throughout their employment



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- To monitor and evaluate performance and developmental needs through two internal trainer observations a year
- All learners will be made aware of the quality standards
- All learner feedback will be reviewed and where appropriate acted upon
- To ensure all equipment provided is suitable for the purposes of training and is renewed at suitable intervals.
- To ensure that drivers licences are checked to confirm they are able to attend any course and all other terms and conditions; as set out by the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 (as amended) (SI No 2007/6051)

#### **Procedure:**

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner perceptions and achievements.

- Quality control will be carried out against agreed criteria which will incorporate performance indicators. Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators
- Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings
- We will ensure all trainers prepare fully for course delivery
- We will ensure we understand the needs of our trainees prior to arrival on a course
- We are committed to the on-going development of our instructors and staff
- We will fully review all course feedback and taking preventative action wherever a problem arises, using our Managing Director to shadow course delivery and provide constructive feedback where required and on a regular basis.

#### **The outcome of these processes will provide information:**

- To development action plans for business, team, and individual improvement
- To highlight issues that need consideration
- To support our business and strategic planning cycle
- To provide effective support to our compliance to all standards

Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.

Signed

Bob Hayward, Managing Director

Date: 15<sup>th</sup> May 2018

Date of review: 1st February 2019