

## **Internal Quality Assurance Policy and Procedure**

This Centre is committed to providing high quality education and training. Our commitment is not only to satisfy the needs of our clients but to strive constantly to exceed their expectations of us. We see continuous quality improvement as key to fulfilling that commitment

### **Operating Principles**

**For this philosophy to be effective we believe certain principles are essential:**

- Regularly reviewing and defining the quality characteristics determining our provision and services in the context of the needs of students, employers, parents, staff and other clients / stakeholders
- To identify and continuously raise the standards for delivery of all our provision and services
- Implementing a comprehensive quality assurance system which addresses the need to identify our achievement and improve still further our standards of delivery
- Continuously reviewing and evaluating our activities
- Identifying opportunities for improvement and achieving this in the context of an overall plan

**The key features of our approach to quality improvement are that it is:**

- Learner centred
- Team based
- Consistency

The system of quality assurance is being developed to identify and quantify the quality of service being developed and provided the structure and mechanism by which improvement can be identified and achieved.

**The key elements of the system are:**

- Course review and evaluation; every course team will carry out a process of reviewing and evaluating the course for which it is responsible, culminating in an annual report which will include an action plan and targets for improvement
- Development of quality standards for all areas of the centre activities, with the key standards being contained within the student charter, which will be reviewed each year.
- The production of a quality reports at programme area level which feeds into the strategic and operational planning cycle
- A common process of internal verification for all course provision with the guidelines laid down in the centre internal verification policy
- Eliciting client feedback, including complaints, through an integrated, formalised and systematic process, and the incorporation of this

- feedback into the evaluation of the centre's provision for the purpose of identification of action for improvement
- Production of an annual self-assessment report

### **Staff Role**

Individual members of staff have a key role in making the system work

To be successful in achieving the objective of continuous improvement all staff needs to contribute to the identification of improvement opportunities, to ensure that customers' needs inform all decision making.

Quality Assurance is overseen by the Director of Compliance, R Jephcote  
([rob@nationalcompliancetraining.co.uk](mailto:rob@nationalcompliancetraining.co.uk))

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