



European Union

European
Social Fund



Education & Skills
Funding Agency



Quality Policy



Quality Statement

The Board recognises that quality is an integral part of its management function and it has a primary responsibility to place emphasis upon experience, expertise, capability and reliability of services which have the requisite quality to merit total customer satisfaction. To fully realise this commitment, The Board have established the following objectives as a cornerstone of The Company Quality Management System:

- To consistently comply with the requirements of ISO 9001:2015 and all Legal and Statutory requirements by awarding bodies through continually improving the effectiveness of the Company Quality Management System and overall performance.
- To understand our markets, customers' needs and expectations to continuously improve our customer satisfaction, through developing technology and infrastructure.
- Provide the highest levels of customer service, through liaison, discussion and listening to our employees, partners and stakeholders.
- Maintaining a safe working and learning environment that enables all personnel to produce and enjoy valuable learning outcomes.
- Provide confidence to customers that their requirements for quality and safety are being achieved in the delivered product or service.
- Maintain a framework for establishing and reviewing Quality Objectives.
- Provide confidence to management and employees that the requirements for quality are being fulfilled, maintained and quality improvements take place.
- Provide continuous training and development opportunities for personnel in line with The Company needs and personal development.

To achieve these objectives, the Company will review the suitability and effectiveness of the Quality Management Systems through engaging with all stakeholders whose contribution and input is vital for improvement.

The Quality Management System is essential for the long-term success of the Company and will be communicated to all personnel through initial induction, meetings, ongoing development and training to ensure continued adherence and compliance with requirements.

The policy will be regularly reviewed (at least annually) by Management and amended or added to as appropriate.

Signed: *Tom Armstrong*

Date: 27/03/2019

1. Introduction

Skills People Group consists of the following companies.

- *Construction Skills People*
- *C&G Assessments and Training Ltd*
- *Training Futures UK Ltd.*

The Group recognises that quality is a fundamental element for a professional organisation to operate and grow to fulfill its potential and deliver world class training throughout its business. This policy will identify objectives, roles and responsibilities, detail how quality is to be delivered in each aspect of the business and how it is to be inspected and audited to ensure best practice throughout.

The Quality policy is part of the Quality Management System and will provide a framework and general understanding of the roles and responsibilities and give direction about continual improvement.

2. Quality Objectives

The objective of this quality policy and Management System is to identify areas of improvement through:

- Continual improvement of delivery by raising the standard through standardisation events, listening, giving feedback, but also acting upon feedback from all stakeholders, employees and external bodies.
- Embedding safeguarding at all levels, ensuring British values are discussed and understood creating a safe learning environment for progression.
- Identification of strengths and areas of improvement through self-assessment.
- Audit our practices and procedures to identify best practice and areas for improvement.

3. Leadership - Roles and Responsibilities

The Board, Senior management team and managers are committed to ensure leadership is imbedded in all teams to improve quality and delivery as per ISO 9001. The roles and responsibilities of the quality team are listed below.

3.1 The Senior Management Team

The Senior Management Team will lead by example, ensuring quality procedures and process are embedded within the group. The SMT hold weekly meetings discussing any quality issues and developing best practice through engaging with staff at all levels. A member of the SMT interview and assess all employees prior to employment. They ensure the employee holds the correct level of qualifications, experience and competence that will benefit the company and meet awarding organisation requirements.

3.2 Quality Director

The Quality, Training and Compliance Director is responsible for maintaining and improving quality standards within the Group ensuring learners needs are identified and catered for. He/she will develop policies and procedures and liaise with the Quality Manager daily to ensure any concerns or complaints raised are dealt with informing the appropriate line manager. The Quality Director is also responsible for:

-
- Attending and highlighting any Quality issues at the SMT weekly meeting
 - Reviewing and submitting the Self-Assessment report
 - Reviewing the QIP monthly
 - Carrying out and reviewing OTLA's of the delivery team
 - Review Schemes of work and session plans with the delivery team
 - Visit External Training Centers to ensure compliance through reviewing policies and procedures
 - Carryout Internal & External Audits and periodic Inspections of providers
 - Review and lead Standardisation training
 - Lead by example

The quality director with support from the Centre Coordinator is also responsible for compliance with the following awarding organisations and providers:

- CSkills QCF Requirements for Approved centers
- Edexcel QCF Delivery Requirements & Quality Assurance Guidance
- The NVQ code of practice 2006
- LSIS Standards 9 &11
- The Joint awarding bodies guide to Internal Assurance
- CITB Consolidated strategy
- CITB Consolidated Assessment strategy for Plant & Lifting Operations
- City & Guilds
- Highfield Core annual
- SEMTA BIT QCF Unit Assessment strategy
- SEMTA PMO QCF Unit Assessment strategy
- Edexcel NVQ Guidance for Centers
- Skills for care Development Assessment principles
- Skills CFA Assessment Strategy
- Skills for logistics Assessments Strategy for SVQ's /NVQ's
- Apprenticeship Framework documents and available from the AFO Library
- NCFE Centre Agreement

3.3 Group Quality Manager

The Group Quality Manager's role is to ensure consistency of quality across the group. The quality manager will hold monthly quality meetings ensuring all line managers attend and contribute. They are to issue an agenda one week before the meeting, stating the requirements and any outstanding actions that need addressing. A copy of the agenda can be found in the Group quality folder on the S Drive. The quality manager will communicate any quality issues or findings with the quality Director daily to ensure consistency of decision making.

The Quality Manager role is predominantly office based and are responsible for the following:

- Drafting the Self-Assessment Reports
- Updating the Quality Improvement Plan

-
- Updating MESMA
 - Reviewing, recording and closing out complaints with relevant managers/directors
 - Organise Quality monthly meetings and produce minutes
 - Manage and Monitor the Groups Policies and Standing Operating Procedures
 - Carry out OTLA's of the delivery team when required
 - Internal Audits as per ISO 9001
 - Liaising with BSQA Ltd for External Audit
 - Issue Monthly Hot Topics
 - Update Safeguarding policy and procedures
 - Act as Deputy Safe Guarding Lead
 - Monitor and Manage the Matrix Accreditation
 - Reviewing Customer satisfaction and surveys
 - Review non-conformance
 - Manage and support the Customer Service Assistant

3.4 Group Centre Coordinator

The Group Centre Coordinator is responsible for the daily management of the center. They are to liaise with Directors, all managers, Lead Internal Verifiers and administration staff to ensure compliance and safety of the awards.

The role is predominantly office based and have the following responsibilities:

- Liaising with external awarding organisations and arranging compliance visits
- Monitoring the decision-making process of the IQA team
- Giving Support & Guidance to LIQA's and associated teams
- Attending and contributing to standardisation meetings
- Attending and Contributing to the monthly Quality Meetings
- Record keeping –
 - Tutors/Assessors/IQA Team compliance
 - Sampling Records and reports
 - Consolidated EQA Visits and Reports
 - OTLA spreadsheet
 - Awarding Body Compliance Certificates

3.5 Internal Quality Assurance

The internal quality assurance teams are managed by the Lead Internal Quality Assurance (LIQA) manager and the Lead Tutor of Pre-Employment Training (PET). The internal quality assurance team are responsible for the integrity of the awards in which they deliver and the teams they manage.

The roles and responsibilities for NVQ construction delivery can be found in the Internal Quality Assurance Strategy Policy held on the S-Drive. The roles and responsibilities for the PET training team can be found in the Pre-employment training Policy on the S Drive.

3.6 External Quality Assurance

The group will be periodically inspected by various awarding bodies including OFSTED and CITB, but to name a few. All external quality assurance visits will be planned, with paperwork sourced to meet their requirements. The center coordinator will take the lead with the external quality assurance teams supporting visits, making available trainers, portfolios and inspection material as per the strategy.

All reports will be reviewed by the center coordinator and quality team, ensuring actions are completed and closed with the awarding body. Any actions identified will be raised and discussed at the SMT and quality meetings.

4. Internal Policy's & Standard Operating Procedures

The quality manager will act as the custodian of all policy's and standard operating procedures. He/She will send reminders out monthly to all stake holders to ensure compliance. All policies and SOP's are to be reviewed annually as a minimum. The Quality Manager and line managers will read and sign off policy's prior to approval. A list of all Group Policy's and Standing Operating Procedures can be found in the Group Quality Folder on the S-Drive.

5. Self-Assessment Report

Self-assessment is carried out by every department in the company to identify best practice and continual improvement. The report will be developed and updated throughout the year by the quality manager and will highlighting areas of continual improvement and development. The academic yearly report will be from August 01st to 31st July of that year and will be produced and distributed by the 31st December of the next academic year.

A copy of previous self-assessment reports can be found in the Group Quality Folder.

6. Quality Improvement Plan

The quality improvement plan (QIP) is a fluid, continuous document highlighting areas for improvement and development. The plan is to be updated periodically by the Quality Manager to meet the needs of the Group. The quality Improvement plan will be discussed at every quality meeting and updated where necessary. The QIP will also be discussed when necessary at the SMT and actions closed when appropriate.

The QIP can be found in the Group Quality Folder held on the S-Drive.

7. Quality Meetings

Quality team meetings will be held monthly and chaired by the Quality Manager. All departmental Line managers are to attend the meeting and contribute where necessary. All actions are to be closed out by relevant line managers by the next meeting or carried over to the following meeting with reasoning behind the decision. Any major points identified will be discussed at the SMT meeting and any actions discussed and closed out when appropriate.

A copy of the agenda and minutes of the meetings can be found in the Group Quality Folder, held on the S-Drive.

8. Audit

Internal and external audits are essential to proving the systems in place are fit for purpose against set standards. The group will be inspected periodically throughout the year by awarding organisations proving competency. The group will also carry out both internal and external Audits as follows:

8.1 Internal Audit: The quality team will ask the auditing department to carry out an annual internal audit of the quality systems the group have in place and produce a report. This will be done periodically through out the year with the auditor giving the quality team 48hrs notice of the part of the company they wish to audit. The auditor will then produce a report which will be discussed at the SMT and Quality meetings to develop and improve performance.

8.2 External Audit: As per ISO 9001 the company's quality systems will be audited annually by BSQA.

9. Teaching and Learning

Teaching and learning are of paramount importance to the learner, tutor, client and awarding body. The quality team will monitor the planning, delivery and feedback from all stakeholders to ensure quality remains at the forefront of the business.

9.1 Planning: To be effective, teaching and learning strategies must be planned and coordinated in advance with stakeholders. This will enable effective delivery and meet both learner and employer expectation.

9.2 Session Plans: Session plans are to be in place for every session to demonstrate learning outcomes have been met. Sessions are to be continually developed and discussed at standardisation events to ensure they are fit for purpose and meet the requirement.

9.3 Scheme of Work: All delivery programs are to have a scheme of work identifying how learning outcomes are to be achieved and assessed. Schemes of work for Pre-Employment training can be found on the S Drive.

10. Standardisation Events

The Group is committed to ensure the best quality of delivery and teaching for our learners, therefore trainers and assessors must be given an opportunity to develop both inside and outside of the classroom environment. All trainers and assessors are given opportunities to attend and contribute to standardisation events to find common ground of delivery and identify best practice.

11. Competence

Staff competencies will be continually assessed, taking into account the individual's education, skills and experience as a minimum. All staff are to hold all relevant competencies to deliver the level of professional qualifications as per the requirements in the Internal Quality Assurance Policy.

Training needs analysis will be discussed and identified during assessments and 1:1 interview and a course of action identified to develop staff if required.

12. Continuous Professional Development

Continuous professional development is key to ensure the knowledge and skills of staff remain consistent, up to date and in date. CPD can be formal or informal but must be recorded monthly in line with contractual obligations and awarding organisation requirement. A minimum 30 hours of CPD must be logged annually for all tutors and sent in monthly to line managers. A copy of the basic CPD monthly requirement can be found on the S Drive. The following are all examples of CPD:

- Attending training Courses
- Research of subject areas
- Designing Sessions – Developing sessions to meet learner needs
- Reviews and feedback from sessions
- Standardisation event
- Reading magazines, books relevant to subject
- Reviewing scheme rules
- Internal Training/On line updates
- On line training
- Inductions
- 1:1's
- Awarding Body meetings/Inspections
- OTLA Feedback

13. Safeguarding

Safeguarding is everyone's responsibility and is fundamental to ensuring a safe learning environment. All tutors and delivery team members are to have/hold a current up to date advanced DBS check prior to delivering any training.

All new employees complete mandatory Safeguarding, Prevent, Equality & Diversity, GDPR, Online Safety and British Values training through the formal induction process and undertake refresher training at least on an annual basis. The company's safeguarding Policy can be found on the S-Drive.

Document Control

Date of change	Version	Overview of amendment	Amended by / Job title	Approved by	Approval date
20/02/18	1	Policy revised, and cover sheet added	Quality Manager	SMT	20/02/18
27/03/19	2	Full policy review	Tom Armstrong (Director of Quality, Compliance and Training)	SMT	27/03/19