



# Quality Assurance Policy

## Introduction

The overall aim is to ensure the provision of high quality services by the College, which meet the needs, expectations and potential of our students and customers, and are supported by systems of internal and external student and customer care.

## Principles of the Quality Assurance Policy

The principles underlying quality assurance are:

- That all staff are accountable and responsible for ensuring that the very best quality of service is provided to all our students and customers whether internal or external to the organisation.
- That we will seek to achieve continuous improvement of quality in all areas of our work so those internal and external students and customers are provided with a better and improving quality of service.
- That all areas of the college work to a clearly defined planning and review cycle which is used to link strategic and operational planning and which provides for clear and regular processes of monitoring, evaluation and review.
- That the policy is actively led by senior managers and supported by all staff. It will be promoted in a climate where staff are supported and trained to provide a higher quality service and where good practice and innovation is celebrated and shared across the organisation.

- **The main objectives of the policy are to:**

- Review all aspects of College activities, on a regular basis, in order to provide self-assessment data.
- Develop, maintain and continually improve a range of quality operational procedures covering all aspects of the college operation.
- Systematically audit procedures and give feedback to staff.
- Support staff in the performance of their professional roles.
- Support the co-ordination, preparation and arrangements for the provision of evidence for the use of external verifiers, examiners, auditors and inspectors.
- Give advice and feedback to departmental and senior managers on areas for further improvement.

## Quality Assurance Strategies that will be adopted are:

- **Systems** – an important aspect of our quality assurance strategy is to implement systems to monitor the views of our students.
- **Self-assessment** – is the key annual process:
  - through which the strengths and weaknesses of all aspects of College provision are identified,
  - which provides the steer for identifying action for improvement with clear targets and deadlines,
  - which is informed by the outcomes of all other quality assurance strategies employed within the college
  - which involves, and is the responsibility of ALL members of staff
- **Feedback** - will form part of the self-assessment process, review and action planning

## Responsibilities

- **Everyone** is responsible for ensuring quality within his / her area and fully implementing and managing the appropriate quality assurance procedures.
- **Tutors** are responsible for ensuring the quality of the students' experience within the college. This includes the utilisation of appropriate learning and teaching strategies and making sure that the students are effectively counselled, advised and tutored throughout their programme.
- **Support staffs are** responsible for ensuring the quality of the student experience within their area of work.
- The **Quality Manager** is the Head of training. Their role will be to develop, monitor and evaluate quality assurance strategies and quality control procedures. They must make sure that all staff are aware of, and involved in, these processes.
- Ultimate responsibility for quality across the college is held by the Managing Director