

Quality Policy

Updated: September 2015

Next revision date: September 2016

1. Objectives

1.1

- a. Are understood and implemented by all Develop staff, volunteers and sub contractors.
- b. Are monitored and Development Plans drawn up to address any weaknesses.
- c. Collate statistics relating performance to targets.
- d. Include monitoring and evaluation of Programmes leading to identified priorities and challenging targets for improvement.
- e. Ensure that all programmes are subject to formal internal validation procedures.
- f. Ensure that the quality assurance arrangements are systematic and informed by the views of all interested parties.
- g. Promote and maintain quality environments for all individuals involved with the programmes.
- h. Offer quality experiences for all individuals involved with the programmes.
- i. Develop, manage, resource and deliver an appropriate range of learning programmes and support services to meet appropriate quality standards.
- j. Continue to provide the range of activities currently on offer and maintain the level of quality and customer satisfaction.

2. Scope

- 2.1 To cover all activities carried out by Develop.

3. Key principles

- 3.1 Develop is committed to producing services of the highest quality standards ensuring that all of our customers can enjoy a quality product.

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- 3.2 To meet the expected quality standards Develop will:
- a. Work together with our customers and suppliers
 - b. Encourage the sharing of knowledge between all staff, volunteers, sub-contractors and customers to continuously improve quality while ensuring that we maintain performance goals.
 - c. Set exacting standards and clearly communicate these to staff, volunteers, sub-contractors and customers.
 - d. Continuously develop staff, and where possible, volunteers and place the accountability, monitoring and control of quality with each management team.
 - e. Implement the Total Quality Management system across the company
 - f. Ensure that feedback from customers is noted and, where necessary, acted upon using the established processes
 - g. Reward and acknowledge improvements and excellence in Quality.
- 3.3 With the co-operation, involvement and professionalism of all employees and business partners Develop will always aim to achieve the highest level of quality possible.
- 3.4 Develop and its sub contractors are committed to providing quality experiences in all programmes and endeavour to keep up to date with changes in the law.
- 3.5 No individual will receive unfair or unlawful treatment due to any of the 9 protected characteristics as laid out in the Equality Act 2010.
- 3.6 Provision within all programmes will be of the highest standard and each programme will be provided with sufficient resources and skills necessary to their delivery.
- 3.7 Develop and its subcontractors will continuously seek to improve the delivery of each programme, which will impact on the individual through an effective quality assurance system. To ensure quality of delivery Develop and its sub contractors will:-
- a. Observe any guidance, received from Ofsted, Skills Funding Agency, Education Funding Agency, local authorities, Awarding Bodies and other

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regulatory bodies.

- b. Provide relevant staff training to support the learning programmes.
- c. Ensure that all activities shall be documented and shall be made available for quality audits, including those of the:-
 - Education Funding Agency
 - Ofsted
 - Local Authorities
 - ESF
- d. Ensure that all activities shall follow the quality guidelines/procedures issued by the above bodies.
- e. Minimise drop-out rates and deliver high completion and achievement rates and appropriate progression, where relevant.
- f. Ensure that competent and appropriately qualified staff deliver the programmes.
- g. Offer equality of access to the programmes and close equality gaps in the programmes.
- h. Provide a safe, healthy and supportive environment, which meets the needs of all individuals.
- i. Provide good management and leadership for the programmes.
- j. Ensure that good practice between all programmes will be shared at management meetings and then issued to the staff concerned.
- k. Ensure that all customers' views are sought at the completion of the programme either by verbal, written or electronic means.
- l. Ensure that the relevant director or manager, on at least a quarterly basis, will evaluate the data generated from these activities.
- m. Ensure that data and feedback from customers is used to improve the delivery of programmes by sharing a summary of the information with all relevant staff and/or sub contractors.
- n. Ensure good practice is shared across all programmes.
- o. Revise programmes as a result of analysing this information.

4. Indicators of a Successful Quality Policy

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4.1 Improved Individual satisfaction and participation, based on attendance, retention, completion, progression and views of individuals involved with all programmes.

4.2 Attainment of standards as set out by Ofsted, IEBE, Matrix, Investors in Diversity L2 and QiSS

5. Ofsted

5.1 Study Programme and Apprenticeships will be inspected by Ofsted. The Self Assessment Report (SAR) is the base document for inspection and is among the key documents for raising quality in these programmes and across the company.

6. Matrix

6.1 Develop's quality policy supports its Matrix Accreditation.

7. Award for Education Business Excellence

7.1 Develop 's quality policy supports the maintenance of standards achieved through the AEBE award

8. Quality in Study Support (QiSS)

8.1 Develop 's quality policy supports the process of attaining the Quality in Study Support standard

9 Investors in Diversity

9.1 Develop's quality policy supports the attainment and maintenance of standards achieved through the Investors in Diversity Level 2 Award

10. Staff Responsibility

10.1 All individuals involved with the learning programmes, e.g. staff, volunteers, employers, consultants and learners.

10.2 CEO has overall and final responsibility for all matters relating to Quality.

10.3 The day to day management of Develop's Quality policy remains with the CEO who will ensure that:-

- a. Adequate resources are made available to implement this policy.
- b. Adequate arrangements are made to bring this policy to the notice of all staff, individuals, sub contractors and visitors.

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- c. The effectiveness of the policy and its arrangements are reviewed annually during managers' meetings or more frequently if deemed necessary.

11. Monitoring and Evaluation

- 11.1 Monitoring the quality of programmes will be part of the regular Develop management meetings. Information from these meetings will be shared with all staff.
- 11.2 Monitoring the quality of programmes will be part of the regular review meetings, which are held between Develop and its sub contractors, where relevant. This could include steering groups and planning meetings.
- 11.3 Monitoring the quality of programmes will be carried out by external standards agencies and funding bodies.
- 11.4 This policy is liable to full equality impact assessment annually.

12. Monitoring and evaluation of Learning Programmes

- 12.1 *The following points are generic and need to be interpreted for each Learning Programme. In making judgements about each Learning Programme, the following needs to be monitored, where relevant:-*

- Achievements towards learning outcomes are recorded and accredited
- Achievements towards qualifications are recorded and accredited
- Learning Programmes must enable Individuals to progress
- Learning Programmes must challenge and inspire learners
- Individuals have access to an appropriate range of courses or programmes
- Learning programmes are planned and managed effectively to provide coherence and progression
- Individuals have the opportunity to broaden their experience and enhance their personal and professional development through a suitable variety of enrichment activities
- Effective planning, including clear learning outcomes that all Individuals understand
- Methods and styles of training must reflect learners learning styles
- Multi-site provision and resources are effectively integrated to give a coherent programme of learning
- Promote good working relationships that foster learning
- Standards must be consistently high for the Learning Programmes
- Trends, including retention and achievement, in Learning Programme performance over time must show continuous improvements or the maintenance of very high standards

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- Use materials and teaching methods that promote equality of opportunity

13. Achievement of Targets

13.1 Each Develop Director and Manager will work towards ensuring that the targets set by the funding organisation funding their Learning Programmes are achieved.

14. Supporting Documents

14.1 This policy should be read in conjunction with:-

- Self Assessment Report
- All of Develop's policies and procedures
- Personnel Manual
- Staff Handbook
- Equality & Diversity Action Plan
- Matrix Action Plan

Policy signed by CEO: *Mark Pike* Date: 01/12/2015

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