



## Quality Improvement Policy (Training)

### 1 Introduction

The Group is made up of several companies, the predominant ones being Ferryspeed CI Ltd, Profreight and Polarkold Distribution Ltd. Throughout this policy these companies will be referred to as the Company.

- 1.1 The Company aims to be an outstanding provider of vocational training to its staff and employees.
- 1.2 This policy outlines the approach to ensuring continuing quality improvement.
- 1.3 The Company seeks continuous improvement in the quality of all aspects of its work – support as well as instruction - to impact on learners' achievement of the highest possible standards.
- 1.4 The purpose of this policy is to enable such continuous improvement through a process of self-evaluation and action planning.

### 2 Scope

- 2.1 This policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure and delivered by the company's appropriately qualified in-house trainers. The trainers will initiate procedures and collate and monitor self-assessment reports and action plans. In the case of accredited training programmes, these are monitored through the company's annual audit process. Training Reports (TR) are generated by course trainers from student feedback.
- 2.2 Quality improvement will be founded on a process of regular self-evaluation by teams and individual employees who are responsible for delivering courses and other training.
- 2.3 It will seek the views and perceptions of learners, employees and other stakeholders in order to improve the quality of teaching delivery.
- 2.4 Wherever appropriate, this policy will promote the identification of quality standards and performance indicators that are consistent with external body requirements such as those expected to be measured by Ofsted and against which performance can be measured, evaluated and so improved.
- 2.5 It will support the processes of peer review both internally and with external partners in the sector including training and private providers.

### 3 Responsibility for implementation

- 3.1 The Company's qualified trainers are responsible for the implementation of this policy.
- 3.2 It is the responsibility of the trainers to ensure review of the policy. It is the responsibility of all to engage positively in that review and ensure implementation if so required.

## **4 Policy Statements**

### **4.1 Courses**

4.1.1 To encourage continuous improvement in the quality of teaching and learning programmes, thereby making learning an enjoyable activity, increasing learner retention and the achievement of individual learning goals in a timely manner.

4.1.2 To develop and sustain a range of accredited and non-accredited programmes which provide opportunities for vocational progression and which provide learners with experiences and qualifications suited to their learning aims.

4.1.3 To ensure rigorous and consistent assessment procedures, which meet the standards of external awarding bodies and validating agencies.

### **4.2 Support Services**

4.2.1 To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their employment with the Company.

4.2.2 To establish standards and monitor procedures for providing a supportive learning environment.

4.2.3 To establish and monitor service standards for the effective delivery of the Company's training needs.

4.2.4 To provide suitable resources for all courses to enable learners to succeed.

### **4.3 Staff**

4.3.1 To regularly review the performance, training and developmental needs of all employees through the operation of the Company.

4.3.2 To train and develop individuals upon appointment and throughout their employment as required to achieve the company's aims and objectives.

4.3.3 To monitor and evaluate the effectiveness of such training and development against the company's strategic goals and self-assessment processes.

## **5 Methodology**

5.1 All learners and staff will be made aware of the quality standards within the company.

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

5.3 Quality control will be carried out against agreed criteria which will incorporate performance indicators. On accredited courses, quality control will be carried out against the criteria required by the awarding body.

5.4 Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators.

5.5 Review will be supported by analysis of learner, employer and stakeholder views and perception gathered via a range of means including questionnaires, surveys and at review meetings.



5.6 The outcome of these processes will provide information:

- to inform the process of self-assessment
- to set targets and action plans for improvement
- to highlight issues that need consideration by the trainers
- that supports the Company's business and strategic planning cycle

5.8 Feedback on actions resulting from the review process will be communicated to company management and employees via both team and/or individual meetings.

5.9 The outcomes and action plans which result from the process will form the basis of the annual Self-Assessment Report and Quality Improvement Plan.

5.10 The Company owners will be made aware of the procedures undertaken, including key performance indicators and targets, and will receive regular reports which summarise the results and indicate action plans for improvement as well as being invited to attend Performance Reviews.

## **6 Quality Improvement Procedures**

6.1 The Company will adopt a policy of internal quality assurance on training delivered as required by any awarding body. Trainers will seek feedback from candidates with the intention of improving on the delivery of all training.

6.2 The company will be subject to external quality assurance as stipulated by any awarding body.

## **7 Access to Policy**

7.1 This policy is available from the company trainers on request.

## **8 Training**

Questions about this policy and/or procedure, and requests for training, guidance or information on this policy and/or procedure, should be directed to the Company trainers.

## **9 Mechanisms for Feedback**

Constructive comments on the continued improvement of this policy is welcomed and should be forwarded to the Company trainers.

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Date: 31 January 2022 Review Date: January 2023