

QUALITY ASSURANCE POLICY

STATEMENT

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. Intech Centre will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards.

Intech Centre aims to be the first choice for high quality education and training within Islington, Hackney and surrounding areas.

- The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.
The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure. Quality Assurance Officer will initiate procedures within the centre and collate and agree action plans which will feed into Development Plan and SAR.
- The quality assurance procedures will be founded in a process of 100% file checks, peer-reviews, focus groups, internal & external audits and observations, in addition to employer and client feedback.
- The quality procedures will seek the views and perceptions of learners and other stakeholders for whom the services of Intech Centre exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved according to OFSTED standards.

Responsibility for Implementation

- All staff (Senior Manager, Quality Assurance Officers, Careers Advisors, Tutors, Admin Team) are responsible for the implementation of the Quality Assurance Policy
- It is the Senior Manager's responsibility to ensure there is an annual review of the policy
- It is the responsibility of all to engage positively in that review and ensure implementation

Focus of Quality Assurance

Adult Curriculum

- To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims
- To develop and sustain a diverse range of programmes to provide opportunities for progression and provide learners with experiences and wherever appropriate, qualifications suited to their learning aims
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies
- Carry out 100% file check on all enrolments and 100% check on achievement files before submitting to prime contractors.
- To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time at Intech Centre
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all learners

Staff

- To review regularly the performance, training and developmental needs of all employees through the operation of Intech Centre's one-to-one system at all levels and with all staff
- To encourage continual professional development and to offer training and development to individuals from induction and throughout their employment
- To monitor and evaluate performance and developmental needs through two internal observations a year
- To monitor and evaluate the effectiveness of the training and development against Intech Centre's strategic goals.

Learners

- All learners will be made aware of the quality standards at Intech Centre
- All learner feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon
- Focus groups will be formed twice a year to have detailed understanding of learners' view, needs and suggestions
- All learners' performance in the workplace will be monitored and evaluated
- All learners' files will be continuously and rigorously assessed for quality

Employers

- All employers will be made aware of the quality standards of Intech Centre
- All employers will be assessed for safeguarding procedures and health and safety
- All employers will be monitored and evaluated on the quality of placement offered

Procedure

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

- Quality control will be carried out against agreed criteria which will incorporate performance indicators
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators
- Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings

The outcome of these processes will provide information:

- To action plan for improvement at Intech Centre
- To highlight issues that need consideration by Intech Centre
- To support Intech Centre's business and strategic planning cycle
- To support Intech Centre's contract compliance to a high standard
- To inform the process of Intech Centre self-assessment and development planning

Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.

The outcomes and action plans which result from the process will form the basis of the Intech Centre Development Plan and Self-Assessment Report.