

## Quality Policy

This quality policy specific to course delivery and documentation, outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. Boss Training will aim for continuous improvement in the quality of its Course delivery and Documentation alongside quality of all aspects of its work. This forms part of its determination to help learners achieve the highest possible standards

Boss Training aims to be the first choice for high quality education and training.

### 1 The purpose of the Quality Policy

- a) Is to ensure such continuous improvement through a process of self-evaluation and action planning. The Quality Policy and associated procedures will involve all employees and collaborative partners.
- b) The quality procedures will seek the views and perceptions of learners and other stake holders for whom the services of Boss Training exist.
- c) All staff (managers, tutors, instructors, assessors, support staff) are responsible for the implementation of the Quality Policy.
- d) It is the Operations and compliance'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.

### 2 Focus of Quality Policy

- a) To encourage continuous improvement in the quality of all teaching and learning programmes/Courses, thereby making learning an enjoyable activity and through this, increasing learner engagement and the achievement of individual learning aims.
- b) To develop and sustain a diverse range of courses across centre's which provide opportunities for progression and which provide learners/delegates with experiences and wherever appropriate, qualifications suited to their learning aims.
- c) To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies.
- d) To provide information which will support the strategic planning for Boss Training's business development.
- e) To review regularly the performance, training and developmental needs of all employees through the operation of Boss Training's annual review and appraisal scheme, to offer training and development to individuals from Induction and throughout their employment.
- f) To monitor and evaluate performance and developmental needs of instructors through yearly internal observations
- g) To monitor and evaluate the effectiveness of the training and development against Boss Training's strategic goals.

### 3 Learners

- a) All learners/Delegates will be made aware of the quality standards at Boss Training via notice boards and access to this policy.
- b) All learners/Delegates feedback will be analysed and acted upon.
- c) All learners/Delegates performance on practical courses will be monitored and evaluated.
- d) All learner/Delegates will be provided with the most up to date and accurate and high-quality paperwork/provisions required to complete the training/course.

#### **4 Procedure**

- a) The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner/delegate perceptions and achievements.
- b) Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

#### **5 The outcome of these processes will provide information:**

- a) To inform the process of Boss Training's self-assessment and development planning.
- b) To action plan for improvement at Boss Training's team level.
- c) To highlight issues that needs consideration by Boss Training.
- d) That supports Boss Training business and strategic planning cycle.
- e) That supports Boss Training's contract compliance to an exemplary standard.

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 annual Boss Training Self-Assessment Report.