

This quality assurance policy outlines our belief and commitment to ensure that on-going quality improvement is an integral part of our organisation. CBD Training 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.

- Our Centre aims to be the first choice for high quality education and training within its community
- 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. The management of the process will be through the existing organisational structure.
- The quality assurance procedures will be founded in a process of regular self-evaluation by the Management Team, 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 stake holders for whom the services of CBD Training exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

### **Responsibility for Implementation**

- All staff (managers, tutors, assessors, support staff) are responsible for the implementation of the Quality Assurance Policy
- It is the Centre 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**

- 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 which provide opportunities for progression and which 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 organisations
- To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time at CBD Training
- 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 CBD Training annual review and appraisal scheme
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment
- To monitor and evaluate performance and developmental needs through internal and external observations.

### **Learners**

- All learners at Induction will be made aware of the quality standards at CBD Training
- All learner feedback exit questionnaires will be analysed and acted upon
- 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 CBD Training
- All employers will be assessed for safeguarding procedures
- All employers will be monitored and evaluated on the quality of placement offered
- All employers will undergo a Health and Safety Review

## 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 inform the process of CBD self-assessment and development planning

- To action plan for improvement at CBD team level
- To highlight issues that need consideration by CBD Training
- That supports CBD's business and strategic planning cycle
- That supports CBD's contract compliance to an exemplary standard

### **Quality Assurance Nominee – Sarah Pickles A1, V1, IOSH**

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 CBD Self-Assessment Report.

Signed



Sarah Pickles – Director

Date: - 1<sup>st</sup> December 2015

Review Date: - December 2016