

quality assurance & improvement policy

Qube is dedicated to providing and maintaining the highest standards in all aspects of its relationships with learners, employers, staff, associates, partners, suppliers and the general public. Quality improvement underpins business improvement and encapsulates the principles upheld by Ofsted through the inspection of adult learning. Quality improvement is learner focused, however it addresses all aspects of the business; some have a direct impact on the learner whilst others are indirect.

Qube seeks ongoing and continuous improvement of quality in line with the business aims and objectives, embracing change as a positive catalyst for improvement.

Qube's quality improvement programme is planned and managed using an annual Quality Cycle.

This Policy and the Quality Cycle demonstrates that Qube is committed to:

feedback

- From learners
- From employers
- From staff

management / process & procedures

- Review management processes
- Review policies and procedures
- Obtain feedback from the appraisal and one to one process to ensure consistency and fairness
- Staff training and development
- Review portfolio offering
- Review the Quality Cycle
- Self Assessment Report (SAR)
- Quality Improvement Plan (QIP)
- Business Plan

equality & diversity

- Review effectiveness of; learner engagement, achievement and training
- Staff training, knowledge and understanding
- Staff recruitment practices
- Marketing materials

delivery

- Sales and marketing
- Delivery approval
- Structured quality assurance of all aspects of delivery from sign up through to exit
- Learning resources
- Information, Advice and Guidance (IAG)
- External validation; awarding bodies and LSC

management information / data

- Systems review
- Processes and procedures
- Service levels
- Audit; internal and external

health & safety

- Policy
- Processes and procedures
- Compliance
- Staff training

documentation

- Document control
- Management control
- Master portfolio

responsibility

The Director of Learning has overall responsibility for the implementation of the Quality Improvement Policy. However, all management and staff of Qube have an individual and collective responsibility for the success of the quality improvement and as such commitment is required at all levels of the business.

Signed:

Date: April 2007



Debbie Gardiner
Managing Director