

Quality

2024 POLICY

C Continually strive
for excellence

A Act with integrity
and be respectful
at all times

R Responsive and
flexible to learner
and employer needs

E Encourage and
support high
aspirations

It is the intention of Heart of England Training Ltd.'s strategic plan to continue to deliver a high standard and quality of education and training to all its learners and to the satisfaction of major stakeholders.

This will be achieved through continuous improvement and a 'quality plan' known as the Quality Improvement System (QIS). The Quality Improvement System contains all policies and procedures related to the curriculum, its **intent, implementation** and **impact**.

It is our aim to make the documentation within this manual:

- practical, current, complete, and effectively controlled
- to give people access to the information they need
- with consideration given to staff experience and previous grades
- referenced and measured in line with Ofsted 'grade descriptors'

To ensure effective governance, the leadership and management of quality assurance includes high expectations and measures of the curriculum content and sequencing and how it supports the development of knowledge, skills and behaviours. Measures also include the impact of the curriculum in terms of results of learning, outcomes and progression of learners.

The views of staff, learners, employers and other stakeholders are secured to ensure a focus on actions that support the continuous drive to reach and sustain excellence.

Achievement of this policy involves all staff, who are individually responsible and therefore accountable for the professional quality of their work, resulting in a continually improving provision for all.

Heart of England Training Ltd has, over the years, built an excellent reputation for the delivery of high-quality training and assessment through the achievement of ambitious and challenging targets. The support of learners continues to be a high priority with a strong emphasis on safeguarding, personal development, behaviour and welfare.

The quality team will annually review the Quality Improvement System to ensure its continued effectiveness. This quality policy will be communicated and understood throughout the company by discussing its implementation and development at staff induction and team meetings and by making it accessible to all.

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