

1.2.1 Quality Assurance Policy

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Date Approved	June 2020	Approved By	Education Committee
Next Review	May 2022	Responsibility	Quality Team

The IITD is committed to providing education and training to a consistently high standard. To meet this commitment and ensure a culture of Continuous Quality Improvement (CQI) is embedded throughout the organisation, we will:

1. Produce a quality assurance system for personnel to follow, which clearly outlines how processes are to be carried out, responsibility and provides for objective oversight of all education and training activities.
2. Develop clearly defined performance measures associated with education and training activities.
3. Provide sufficient, appropriate learning resources, and employ and appoint suitably competent and experienced personnel.
4. Systematically collect and analyse the views of Learners and/or trainers. Information gathered will be used to bring about improvements to the services we offer. The results of actions taken will be shared with Learners and/or trainers.
5. Systematically collect, analyse, and use feedback from all personnel and any other stakeholders. The results of actions taken to bring about improvements will be shared with personnel and stakeholders.
6. Systematically review key documents, processes, and procedures to ensure they meet the needs of Learners, the organisation and where appropriate the requirements of legislation.
7. Systematically check that policies and procedures are up to date and reflect current practice and are being adhered to by all personnel.
8. Systematically collect and analyse of data on Learners' characteristics, retention, achievement, and progression to identify areas for individual and organisational improvement.
9. Systematically monitor the performance of personnel and conduct regular appraisals which lead to the setting of targets and the identification of opportunities for continued professional development.
10. Maintain records associated with all education and training activities and make them available for internal and external review. Ensure records meet the requirements of the organisation, awarding bodies and any other internal and external stakeholders.
11. Conduct annual self-assessment which will result in a quality improvement plan, which is used to guide quality improvement activity.

Purpose

To provide a quality improvement framework to ensure the quality assurance of education and training activities is carried out in a systematic, structured way, so any potential threat to the quality of our service is appropriately managed.

Scope

Applies to all education and training and support activities and all those who are involved in those activities.

Responsibility

The Directors have overall responsibility for ensuring the relevance, resourcing, implementation, and compliance with the quality policy. Responsibility will be delegated to the relevant sub-group or individual. The relevant sub-groups have responsibility for carrying out their activities in a timely, professional, and objective manner. Responsibility for day-to-day activities associated with the policy will be delegated to the CEO and TM who will ensure that personnel and associated stakeholders are made aware of their responsibilities associated with all relevant policies and procedures. Regular reporting of all activities will take place at all levels within the organisation.