

Quality Assurance Policy

Policy Review Committee

Chairman **Mike Burrows**

Secretary **Tracey Crutchley**

Section 1 – Introduction

The Windmill Hill Community Forum and Telematics Centre are committed to ensuring that the quality of learning, training and support services that it delivers, is consistent and of a high standard.

Employees, volunteers and students, are all made aware of the existence of this policy and have open access to it:

- On paper in a folder in the Telematics Centre
- Electronically on the Forum website at www.whcf.org.uk/policies

This policy is reviewed annually and may be revised in response to feedback from employees, volunteers, and students, or external organisations.

Section 2 – Policy Statement

Quality Assurance Policy

The aim of the Windmill Hill Forum & Telematics Centre is to produce quality standards that underpin the delivery of its learning and other services. It also has guidelines to show how the quality of the student's learning experience, or any of the other services it provides, can be assured and improved on.

We are committed to providing effective services and learning resources by employing competent and experienced staff to ensure that the quality of our services and learning experiences provided, is at a consistently high level. Learning, training and maintenance will be delivered to meet the identified needs of both individual clients and students, who we support.

To ensure this the Windmill Hill Forum & Telematics Centre will;

1. Regularly collect and analyse the views of students and service users. The information gathered will be used to bring about improvements to the courses or services provided, and the results of any actions taken, will be shared with students and service users.
2. Collect, analyse and use feedback about our courses and other services from key stakeholders, including trustees, employees, volunteers, students and members, and other community representatives. The result of actions taken to bring about improvements, or simplified procedures will be shared with all the concerned parties.
3. Arrange for designated people to observe the delivery of services and learning, in order to be measure against existing criteria, and provide feedback. The results of these observations will be used to determine the necessity or otherwise of corrective action, or the need for modification of development plans.
4. Produce written protocols and procedures for full and part time employees, volunteers and tutors, which clearly define how key learning processes and services are to be carried out. Procedures will also include handling of poor performance by employees, volunteers and tutors contracted to the Forum, which will form part of the employment contract.
5. Audit and review key documents, processes and procedures to ensure that they meet the needs of learners, the tutors and the organisation, and where appropriate the requirements of legislation.
6. Check at regular intervals that policies, procedures and other guidelines are being adhered to by all full and part time staff., and volunteers.

7. Have systems in place to ensure that the Forum consistently meets the requirements of any external bodies with which they hold accreditation
8. Have arrangements in place to support the collection, and analysis, of data on learner success, and regularly analyse this information to identify areas for individual and organisational improvement.
9. Support all tutors and assist them with annual self-assessment of their course delivery. Collate and use this information to contribute towards the self-assessment of the Forum as a whole. These self-assessment results will also be used to demonstrate any quality improvement activity.
10. Have arrangements in place to monitor employee and volunteer performance within the organisation, which will lead to the setting of targets, and the identification of opportunities for continued professional development.

Quality Assurance Framework

The Forum will use the following arrangements to both, assure the quality of the training and services that they deliver, and to bring about continuous improvement:

- 1 Collection and analysis of feedback from learners and clients
- 2 Collection and analysis of data on participation and learner success
- 3 Collection, and analysis of feedback from key stakeholders including as appropriate, trustees, employees, volunteers, tutors, and community representatives
- 4 Observation of employee, volunteer and tutor performance
- 5 Audit and review of key documents, processes and procedures
- 6 Internal verification (where programs are externally accredited)
- 7 Self-assessment
- 8 Staff appraisal leading to further development and support where necessary

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Date: 15 June 2008

Revised by Mike Burrows

17 March 2009