



QUALITY ASSURANCE POLICY

PHX STATEMENT

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organization.

PhxTraining 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

- Each PHX 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 and collaborative partners. The management of the process will be through the existing organisational structure. Line managers will initiate procedures within their teams and collate and agree self-assessment reports and action plans
- The quality assurance procedures will be founded in a process of regular self-evaluation by teams in different departments, 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 PHX exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved for example Learndirect and OFSTED

Responsibility for Implementation

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

Adult Curriculum

- 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 across Centres 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 agencies
- To provide information which supports strategic planning for PHX's business development
- To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time at PHX 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 PHX's 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 three internal observations a year and one external observation
- To monitor and evaluate the effectiveness of the training and development against PHX's strategic goals.

Learners

- All learners at Induction will be made aware of the quality standards at PHX
- All learner feedback including comments in the suggestion box, review meetings and 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 PHX
- All employers will be assessed for safeguarding procedures
- All employers will be monitored and evaluated on the quality of placement offered

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

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 PHX Self Assessment Report.

SIGN

DATE