

Quality Assurance Policy

It is the Policy of the Company to provide services of a consistently high quality to our customers and to establish systems and procedures necessary to deliver results in accordance with customer and legal requirements.

MISSION STATEMENT

Lancaster Training Services Ltd is committed to providing the best possible training for all participants in their training programmes.

STRATEGY

In order to achieve our mission it is important that we operate a quality assurance, audit & improvement system, which monitors continuously the training and services we provide and gives feedback on how we can improve.

1. A regularly reviewed Business Plan, which outlines our direction, goals and objectives.
2. A Communications strategy to ensure that all staff are clear of their roles and responsibilities, which includes regular meetings to encourage a free flow of two-way communication between departments, managers and external bodies.
3. A system of policies and procedures to be followed and referred to, which encompasses all Company activities. These policies and procedures will be reviewed annually.
4. Performance reviews for staff, which incorporates further training and development, continuous professional development and improvement etc.
5. A system for gathering feedback from all Learners, employers and other stakeholders on our performance, which includes an evaluation mechanism to act on suggestions.
6. A monitoring/review system of any sub-contractors to ensure they promote our policies and procedures.
7. Learner selection and recruitment systems to ensure applicants receive the correct support and advice, which includes pre-assessment, initial assessment and induction.
8. A qualifications system to uphold national standards, which includes workplace assessments and internal verification.
9. Observations of the 'key learning processes'. (observations folder IHT office)
10. An internal and external (3rd Party) **AUDIT** process that underpins the Quality Assurance system and leads to continuous improvement.

Who is responsible for reviewing, auditing & updating the Quality Assurance system

- The Training Manager (Martyn Horabin) has overall responsibility (and the Assistant Training Manager Lee Lawson in his absence) – Specifically sections 1, 2, 5, **12 & 13**
- Lee Lawson – Specifically sections 6 - 11
- Lee Lawson & Martyn Horabin – section 3 & 4 Health & Safety and Equality & Diversity

The minimum **competency requirements** for the person/s responsible for quality assurance management are IOSH managing safely, Safeguarding Level 4, Internal Verification certificate a period of quality assurance experience (usually 3 years)

Implementation of its strategies is the responsibility of all staff.

July 20' Additions – **12 & 13**

A handwritten signature in black ink, appearing to read 'Richard W Little'.

Richard W Little – Chairman