

Quality Policy Statement

A Guide to How Clifford College Training Manage and Improve Performance in the Business

Overview

Clifford College is committed to improving apprenticeship programmes and the quality of learning, development and training programmes.

Clifford College recognises that this commitment can only result in improved performance if all team members are similarly focussed. To achieve this Clifford College has developed systems for quality improvement.

This policy seeks to explain how Clifford College has developed these systems and how they work.

The system is frequently updated and Clifford College welcomes suggestions on how it can be improved and will evaluate this feedback and incorporate it where it is believed that it will enhance our quality improvement systems.

Our Vision

"We are what we repeatedly do. Excellence is not an act, but a habit" Aristotle

Our Mission

To offer outstanding training and improve standards and develop knowledge and skills across the sector.

What standards does Clifford College measure themselves against?

Clifford College pro-actively seeks to measure their performance through internal monitoring and self-assessment, benchmarking including peer review, the adoption of best practices and assessment against external standards.

Clifford College focusses their Quality Improvement Systems in line with the Education Inspection Framework as their guiding principle

Clifford College also has to comply with statutory and regulatory requirements from external bodies.

How team members contribute to Quality Improvement

All of the team influence the:

- Development of processes
- Development of Quality Improvement systems
- Evaluation of processes and systems

Quality Policy Statement

The Self-Assessment Report (SAR)

Clifford College's Quality is captured in the SAR.

The self-assessment process is on-going with a report produced annually.

All team members are involved in the production of the SAR.

Quality Calendar (Appendix 1)

The SAR is informed by the quality assurance processes in the Quality Calendar. The key processes are:

- Analyses of performance data
- Analysis of feedback from all team members and governors
- Grading of staff observations
- Employer reviews
- Compliance with ESFA requirements
- File Audits
- Analysis of feedback from Awarding Organisations
- Analysis of feedback from external quality reviews
 - Ofsted
 - Disability Confident Committed

Quality Policy Statement

Measuring Performance in Key Areas

Clifford College's Quality Improvement system is designed with a focus on the Education Inspection Framework for Inspecting Education and Training. The framework has four key judgements:

- Quality of education
- Behaviour and attitudes
- Personal development
- Leadership and management


Performance against these areas is measured by:

- Performance data analysis
- Observation of staff activities
- Internal quality assurance
- External quality assurance
- Learner surveys and questionnaires
- Learner interviews and review feedback
- Ofsted
- Disability Confident Committed
- Awarding Organisation reports

Performance Management Processes

- Quality Manager and Centre Co-ordinator meetings
- Governor meetings
- Senior Management Team meetings
- Training Team meetings
- Staff 1:1 meetings

Clifford College has a set of main developments aims which are significant enough to have cross organisation impact. Each main aim is written in the Quality Improvement Plan outlining the impact on the learners.

Signed 

Date: 1st August 2025

Christine Haycocks

Head of Quality

Quality Calendar

Activity	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July
Data	X	X	X	X	X	X	X	X	X	X	X	X
Questionnaires: In Learning Learners (ESFA) Employers (ESFA) Leavers Achievers				X			X					
Employer Reviews			X				X				X	
Functional Skills Report (STM)			X			X						X
File Audits			X			X			X			X
Awarding Organisations (scheduled as arranged)												
IQA Standardisation					X			X			X	
Compliments/Complaints	X	X	X	X	X	X	X	X	X	X	X	X
Quality Manager and Training Director meetings	X			X			X			X		
Governor meetings	X			X			X				X	
Senior management team meetings		X			X			X				X
Training Team Meetings		X			X			X				X
1:1 Meetings	X	X	X	X	X	X	X	X	X	X	X	X
Self-Assessment Report		Start	⇒	⇒	⇒	Finalise				Review		
Quality Improvement Plan		X		X		X		X		X		X
Ofsted Inspections (as selected)												

Staff Development and Observation Plan
Policies/key documents annual review