# Quality Policy

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

**Overview**

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

Clifford College recognises that this commitment can only result in improved performance if all stakeholders 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 for all stakeholders.

**How stakeholders contribute to Quality Improvement**

All stakeholders influence the:

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

**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 stakeholders 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:

- Analysis of performance data
- Grading of staff observations
- Analysis of feedback from all stakeholders and Partners
- 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

**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 Training Director 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 of the learners.

Signed _____          Date: February 2022

Christine Haycocks

Head of Quality

# Quality Calendar 2020/2021

| 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:<br>In Learning Learners (ESFA)<br>Employers (ESFA)<br>Leavers<br>Achievers |  |  |  | X |  |  | X |  |  |  |  |  |
|  | X | X | X | X | X | X | X | X | X | X | 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