QUALITY IMPROVEMENT POLICY

This Quality Improvement Policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of Train'd Up.

Train'd Up 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.

- The purpose of the Quality Improvement Policy is to ensure such continuous improvement through a process of self-evaluation and action planning;
- The Quality Improvement 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 improvement 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 improvement procedures will seek the views and perceptions of learners and other stakeholders for whom the services of Train'd Up 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 OfSTED.

RESPONSIBILITY FOR IMPLEMENTATION

All staff (line managers, tutors, assessors, support, and administration staff) are responsible for the implementation of the Quality Improvement Policy.

- It is the responsibility of the Managing Director to ensure there is an annual review of the policy;
- It is the responsibility of all staff to engage positively in that review and ensure implementation.

FOCUS OF QUALITY ASSURANCE – CURRICULUM DEVELOPMENT

- 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 the UK 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 Train'd Up's business development;
- To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time with Train'd Up;
- 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 staff through the operation of Train'd Up's Performance Review programme;
- Through the Continuing Professional Development Plan (CPD), to offer training and development to individuals from induction and throughout their employment;
- To monitor and evaluate performance and developmental needs through a series of planned direct observation sessions;
- To monitor and evaluate the effectiveness of the training and development against Train'd Up's strategic goals.

LEARNERS

- All learners at Induction will be made aware of Train'd Up's quality standards and expectations;
- All learner feedback including comments in surveys (Survey Monkey), review meetings and exit questionnaires will be analysed and acted upon;
- All learner performance in the workplace will be monitored and evaluated;
- All learner files will be continuously and rigorously assessed for quality and compliance.

EMPLOYERS

- All employers will be made aware of Train'd Up's quality standards and expectations;
- All Apprenticeship employers must meet the mandatory criteria by which an Apprentice may be recruited (i.e. employed for 30 or more hours per week, meet Health & Safety requirements);
- All employers will be assessed for Safeguarding procedures;
- All employers will be monitored and evaluated on the quality of work 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 carries 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 performance review meetings.

THE OUTCOME OF THESE PROCESSES WILL PROVIDE INFORMATION

- To inform the process of Train'd Up's self-assessment and development planning;
- To action plan for improvement at Train'd Up team level;
- To highlight issues that need consideration by Train'd Up;
- That supports Train'd Up's business and strategic plans;
- That supports Train'd Up'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 Train'd Up Self-Assessment Report (SAR). For further information on our Quality Improvement processes, contact Head of Quality & Compliance.

DIRECTOR POLICY APPROVAL

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:

Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025

END.