



# Quality Policy

## **INTRODUCTION**

Summit Groomer Training Group is committed to creating a culture of continuous quality assurance. Sustained quality improvement, achievement and success are underpinned by timely, consistent, accurate and continuous self- assessment.

Our self-assessment is informed by the outcomes of our range of quality assurance mechanisms and activities and supportive quality improvement initiatives. All quality assurance outcomes are validated through quality review meetings and senior leadership meetings. Satisfactory and less than satisfactory performance is challenged through reviews, appraisals, and the performance management process.

The principles underlying quality assurance at Summit Groomer Training Group are:

- That all staff is accountable and responsible for ensuring that the very best quality of service is provided to all our apprentices and customers.
- That we will seek to achieve continuous improvement of quality in all areas of our work to provide a better and improving quality of service.
- That we work to a clearly defined planning and review cycle which is used to link strategic and operational planning, and which provides for clear and regular processes of monitoring, evaluation, and review.
- That the policy is actively led and is supported by all staff. It will be promoted in a climate where staff are supported and trained to provide a higher quality service and where good practice and innovation is celebrated and shared.

## **POLICY SCOPE**

All staff, learners and employers are covered by this policy.

## **POLICY AIMS**

Summit Groomer Training Group is committed to providing high quality, rigorous standards that contribute to an outstanding learning experience that enables learners to achieve their ambitions and aspirations and meet their potential.

To achieve this, we must:

- Provide staff with the skills, knowledge and expertise required
- Create staff confidence in our quality assurance mechanisms and procedures
- Ensure that all staff implement and embed the quality assurance mechanisms into their working practices
- Operate within a coherent quality cycle and calendar
- Create opportunities for sharing practice and celebrating success and achieve
- Review all aspects of our activities, on a regular basis, in order to provide self-assessment data
- Develop, maintain, and continually improve a range of quality operational procedures covering all aspects of our operation
- Systematically audit procedures and give feedback to staff
- Support staff in the performance of their professional roles
- Support the co-ordination, preparation, and arrangements for the provision of evidence for the use of external verifiers, examiners, auditors and inspectors
- Give advice and feedback on areas for further improvement.

Summit Groomer Training Group endeavours to be a provider of choice, providing an innovative and engaging learner offer, where all learners are motivated and encouraged to succeed and progress.

In doing so, we will:

- Provide opportunities for all staff to develop outstanding practice.
- Analyse the skills, knowledge, and effectiveness of our staff through observations, learner and employer voice feedback and other ways and provide the appropriate professional development to ensure they have the skills necessary to deliver outstanding practice. For trainers and assessors, this will focus on the skills to deliver inspirational teaching and learning.

- Analyse all staff appraisals and observations and identify staff development needs in order to inform training and development approaches.
- Ensure the observation cycle is accurate and is used to improve teaching and learning through action points, targeted staff development, coaching and support.
- Share good practice across all areas of our provision through a variety of mechanisms.
- Establish the aspiration for outstanding teaching and learning.
- Challenge performance that is less than good through quality review meetings, appraisals, and performance management processes.
- Recognise, celebrate, and share outstanding performance of all staff.
- Analyse the outcomes of programmes, courses and qualifications by monitoring success, timely achievement, and progression rates, as well as learner and employer feedback.
- Make use of effective formative assessment strategies that enable apprentices to progress and achieve success in their qualifications.
- Robust internal verification and standardisation processes that ensure that assessment is rigorous, consistent, valid, accurate and fair and meets awarding body requirements.
- Devise action plans that will achieve year on year improvement in learner experience and outcomes.
- Rigorously monitor quality improvement plans and targets through quality review meetings.
- Inform all staff and employers about the impact of quality improvements.
- Learn from and act upon learners/apprentices' staff and other stakeholders' comments in surveys, feedback meetings and other forums to improve their experience.
- Ensure that opportunities for feedback are inclusive and accessible, and that all voices are heard.

## **RESPONSIBILITIES**

- All staff is responsible and accountable for ensuring quality and fully implementing and managing the appropriate quality assurance procedures.
- Trainers/Assessors are responsible for ensuring the quality of the learners' experience. This includes the utilisation of appropriate learning and teaching strategies and making sure that the learners are effectively counselled, advised and tutored throughout their programme.
- Support staffs are responsible for ensuring the quality of the learner experience within their area of work.
- The Centre Manager will develop, monitor, and evaluate quality assurance strategies and quality control procedures. They must make sure that all staff is aware of, and involved in, these processes.
- Ultimate responsibility for quality is held by the Directors.