

## **Flexebee Ltd Quality Assurance Policy**

Flexebee Ltd (The Company) believe that this quality assurance policy outlines our belief and commitment to ensure that on- going quality improvement is an integral part of our organisation.

The Company will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help delegates achieve the highest possible standards

The Company's aims to be the first choice for high quality education and training within its community

The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-assessment and action planning.

The Quality Assurance 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 assurance procedures will be founded in a process of regular self-assessment by teams in different departments, internal & external audits and observations, in addition to employer and client feedback

The quality procedures will seek the views and perceptions of delegates and other stake holders for whom the services of The Company exist.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

### **Responsibility for Implementation**

All staff (Directors, managers, trainers, assessors, admin staff) are responsible for the implementation of the Quality Assurance Policy

It is the Managing Director's direct responsibility to ensure there is an annual review of the policy

It is the responsibility of all to engage positively in that review and ensure implementation

### **Focus of Quality Assurance**

#### **Curriculum**

To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing delegate retention and the achievement of individual learning aims

To develop and sustain a diverse range of programmes across Centres which provide opportunities for progression and which provide delegates 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 The Company's business development

To monitor and evaluate the procedure for advising, interviewing and counselling delegates at entry and throughout their time at The Company's Training

To establish standards and monitoring procedures for providing a supportive and accessible range of services to all delegates

### **Staff**

To review regularly the performance, training and developmental needs of all employees through the operation of The Company's annual review and appraisal scheme

Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment

To monitor and evaluate performance and developmental needs through internal T & L observations and one external observation

To monitor and evaluate the effectiveness of the training and development against The Company's strategic goals.

### **Delegates**

All delegates at Induction will be made aware of the quality standards at The Company

All delegate feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon

All delegates performance in the workplace will be monitored and evaluated

All delegate's files will be continuously and rigorously assessed for quality

### **Employers**

All employers will be made aware of the quality standards of The Company

All employers will be assessed for safeguarding procedures

All employers will be monitored and evaluated on the quality of training support offered

### **Procedure**

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor delegate perceptions and achievements.

Quality control will be carried out against agreed criteria which will incorporate KPI's

Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators

Review will be supported by analysis of delegate, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings

### **The outcome of these processes will provide information**

To inform the process of The Company's self-assessment and development planning

To action plan for improvement at The Company's team level

To highlight issues that need consideration by The Company

That supports The Company's business and strategic planning cycle



That supports The Company'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 Company Self-Assessment Report.

**Jonathan Engledow – Director  
Flexebee Ltd**

**September 2023**