



## Quality Strategy Policy

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### Introduction

The Real Apprenticeship Company Quality Strategy is driven by a change in culture which is focused on providing high quality learning opportunities in a supportive environment that responds to the education and training needs of each learner. This quality culture is supported by each individual member of the Real Apprenticeship Company who is part of our learning and development, real academy and management teams. It will prosper as every member of staff ensures responsibility for the quality of their own area.

### The Quality Improvement Model

The Real Apprenticeship Company's approach to quality is based on continuous improvement. It starts with the strategic objectives that reflect the Real Apprenticeship Company's mission. These objectives take into account the external environment in which we operate and define the processes we need.

Standards need to be set to measure these processes, and procedures designed to help them operate consistently. These procedures are regularly monitored and evaluated to identify issues, for which further actions are implemented and they themselves monitored and reviewed. Continual improvement is achieved by raising standards, as performance targets are reached and reviewing objectives.

### Real Apprenticeship Company Vision

Inspiring, innovative and outstanding

### Real Apprenticeship Company Mission

To deliver outstanding training solutions to support individuals, businesses and the community through a quality learning experience. We recognise that organisations do not act, think or make decisions, people do.

### Real Apprenticeship Company Core Values

Our core values are built on the vision and mission statements.

- Behave with honesty, integrity and ensure fair dealing.
- When dealing with suppliers, do not accept payment or gifts outside the scope of normal business practice.
- Protect the company's assets.
- Maintain accurate and timely records – in accordance with legal, fiscal and company requirements – and protect them from physical loss or damage and unauthorised access.
- When dealing with customers and government officials, do not say anything which could be misinterpreted as a bribe.
- Avoid entering into a transaction, which might compromise the individual or The Real Apprenticeship Company Limited or cause any conflict of interest.

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- Confidential information relating to the company's business affairs and those of its suppliers, customers and associates, remains the property of the company, and must not be disclosed to any third party, except when in the best interest of the company.

### **Quality Policy**

- The Real Apprenticeship Company's commitment to quality and customer service extends to all learners, stakeholders and employers.
- Every member of staff is responsible for quality.
- The management team recognises its role in continuous improvement of The Real Apprenticeship Company and fully support the principles of quality management.
- Sustained quality excellence requires continuous improvement. This means, regardless of how good present performance may be, it can be improved.
- Quality improvement will be applied to every face of the Real Apprenticeship Company's work in order to constantly review and improve the services it provides.

### **The Real Apprenticeship Company Quality Assurance**

Quality assurance is putting systems into place to ensure that high standards are achieved and embedded. This is achieved through the following:

- Ofsted Common Inspection Framework
- Key Performance indicators
- Benchmarking and target setting
- Performance measurement
- People management
- Quality Management
- Feedback from partners, employers and customers

### **The Real Apprenticeship Quality Management**

The management of quality will be through:

- The Operations Manager and The Performance and Compliance Manager
- Self regulation
- The Real Academy
- Quality Improvement Plan
- Compliance
- Responding to feedback from learners, employers and stakeholders

### **Leadership and Quality Assurance**

The leadership and management teams receive regular reports on The Real Apprenticeship Company's performance and feedback from learners and employers. They will also review and monitor all quality reports from its various activities, to raise standards and bring improvement for learners and customers. The leadership and management teams validate the Self Assessment Report and monitor the improvements from the Self Assessment Report.



## **Self-assessment**

A formal review and evaluation of The Real Apprenticeship Company's performance to ensure that we are meeting the needs of our learners and employers and achieving our performance indicators and targets. Areas for improvement are those that are below what is expected from our own standards and PIs (performance indicators). The self- assessment report is a requirement of Ofsted and the Education and Skills Funding Agency and will be an assessment by The Real Apprenticeship Company of the learner's experience.

## **Learner and employer feedback**

Surveys are carried out each year at appropriate stages of the learner journey with learners and employers. Results of these surveys will inform Self Assessment Reports, strategy and business planning. Employer and learner surveys will be carried out annually. 90-day feedback meetings are held by a member of the leadership team of The Real Apprenticeship Company and a designated individual from the employer. Monthly learner performance reports are provided to the employer for comment and feedback.

## **Complaints/Concerns and Compliments**

The Real Apprenticeship Company has a system for recording and monitoring complaints and concerns. Complaints are received seen as opportunities for improvement. The process of how complaints can be made is available to all learners and is distributed during induction and is identified on the SLA with employers and all programme proposals. Progress on complaints and complaint trends are constantly monitored and termly reports for consideration at the Leadership meeting

## **Responsibilities**

### **Chief Executive is responsible for:**

- Acting as the Chief Accounting Officer.
- Policy adviser to employers
- Strategic Planning
- Business planning and targets
- External relations.
- Contractual matters
- Human resources policy and procedures,
- Resource allocation strategy
- Staff communication
- Employer engagement.
- External Funding
- Marketing.

### **Performance and Standards Manager is responsible for:**

- Quality Assurance, Target setting/ PIs, Equality and Diversity, surveys, Learner guidance/ support
- Teaching and Learning, policies, internal quality assurance processes, Planning and self assessment cycles, achievement, retention and success rates
- Safeguarding
- Complaints monitoring and response
- Programme development
- Quality assurance
- Compliance

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- Learning resources
- Staff development strategy.
- Examinations and assessment
- Staff deployment
- Quality Assurance compliance.
- Monitor retention, achievement and success of learners
- Learner Journey
- Accommodation strategy
- Health and safety policy and procedures Site Administration

**Finance and Commercial Manager responsibilities are:**

- External Funding  
MIS/MIS reports
- Skills Funding Agency returns
- Learner tracking/registers,
- Quality assurance compliance
- ILT strategies  
Compliance and audit arrangements
- Data protection
- Budgeting  
Quality assurance compliance
- Risk Management
- Central purchasing

**Internal Quality Assurers are responsible for the following:**

- Ensuring that all members of the delivery team teaching, comply with the current requirements of the course and are aware of the performance targets such as retention and success rates.
- Ensuring that monitoring of performance targets and quality improvement occurs through regular standardisation meetings.
- Production of the teaching and learning area of the Self Assessment Report and updates to the Quality Improvement Plan.
- Ensuring that results of performance measurement are reported to management via the Quality Hub and that action planning takes place to use these results to effect quality improvements.
- Ensuring that the requirements of the safeguarding agenda are embedded across all programmes
- Ensuring that the equality and diversity policies and principles are embedded across all programmes
- Participation in the development of new qualification submissions to the awarding organisation
- Implementing quality improvement plans.

**Central service teams are responsible for the following:**

- Ensuring that the quality of service to external and internal stakeholders complies with the service level standards.
- Ensuring that staff are facilitated, supported and assisted in the achievement of their quality objectives.
- Ensuring that monitoring and evaluation of these services takes place at regular team meetings and that action planning is used to effect quality improvements
- Ensuring that the equality and diversity policies and principles are met
- Ensuring that the Safeguarding policies and procedures are adhered to and embedded across the service

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**The leadership team responsibilities are:**

- Achieving the strategic aim of continuous quality improvement.
- Raising standards by improving retention and achievement and success rates.
- Promoting quality awareness with all staff to achieve a total quality culture.
- Contributing to strategic planning, particularly in relation to total quality;
- Developing procedures through which to evaluate the effectiveness of learning and customer satisfaction.
- Developing a range of qualitative and quantitative indicators through which efficiency and effectiveness of The Real Apprenticeship Company can be monitored and evaluated.
- Offering support and training in areas of weakness to improve practice.
- Providing advice and guidance to staff on all aspects of the quality initiative. Reporting to staff an assessment of The Real Apprenticeship Company's quality performance.
- Preparing and supporting The Real Apprenticeship Company in responding to the review and audit processes of external inspectorates and agencies
- Ensuring that the equality and diversity policies and principles of The Real Apprenticeship Company are adhered to and embedded across all programmes
- Collating the Self Assessment Report for the Real Apprenticeship Company

**Ofsted**

Inspection and monitoring visits under the Common Inspection Framework

**ESFA Provider Review**

Monitoring of review of performance

**Self Assessment**

Self-assessment is carried out at programme team and service team areas. A self-critical analysis that enables teams to plan to build upon strengths and overcome weaknesses. All judgments are backed up by evidence

**Teaching and Learning Observations**

Internal graded observations by the Performance and Compliance Manager, Operations Manager and Chief Executive. Developmental peer reviews with employer partners

**Student & customer feedback** Surveys of student and customer satisfaction.

**Recruitment, Retention, Achievement Rates** Data analysed by three year trend and comparisons with national benchmarks at programme level.