



QUALITY ASSURANCE

This Policy presents the Company's policy on the quality assurance of its systems, along with details of the procedures, responsibilities, and guidance for implementation.

1 POLICY STATEMENT

1.1 Aim

1.1.1 Through its quality assurance policy and procedures, the Company strives to achieve excellence in the quality of all aspects of its provision and services, to meet the commitments of its customer.

1.2 Scope

1.2.1 The QA policy, its framework, and its procedures relate to any course provided by, or organized by, the Company, requiring the formal procedures of participants, (staff or organizations with whom the Company has a contract, etc.)

1.3 The Approach

1.3.1 Within the over-arching themes of continuous improvement and self-evaluation, the principle is a three-step approach to quality, supported by other, specific, key strands.

1.3.2 The three tiers are as follows:-

- Tier One: Having clear, specific standards and organization and delivery of Projects/Jobs.
- Tier Two: Reviewing and self-evaluation procedures to improve practice;
- Tier Three: Auditing and review of both the delivery and reviewing procedures to improve the systems.

1.3.3 The other key strands are:-

- adopting good relevant practice from external agencies;
- staff development and training, linked to the formal staff development and review policy;
- defined roles and responsibilities for all involved;
- having reviews and procedures in which the Company is able to monitor its performance terms of its Equal Opportunities and inclusiveness obligations, polices, and targets;
- having complaints and appeals procedures.

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1.4 Primary of Quality - Assurance of Delivery

1.4.1 This tier of quality relates to all aspects of the organization and delivery of Projects, where the actions directly affect an actual project outcome

1.4.2 Elements in this tier, to be addressed for every element of provision, include:-

- Strategic Plan and Aims;
- authorization to proceed to approval;
- approval;
- schedule;
- assessment;
- resources;
- organization and staff responsibilities (management, staff, engineers, etc.)
- entries/registration/results;
- reviews during the delivery, meeting, the outcome;
- standards of service from Support Services.

1.5 Secondary Tier of Quality – Review and Evaluation

1.5.1 This tier of quality is concerned with reviews and evaluations that improve the quality of provision.

1.5.2 Among the elements to be addressed in this tier are :-

- employer/other stakeholder satisfaction surveys ;
- surveys of support service delivery ;
- quality assurance of data used in reviews.
- Projects evaluations ;
- moderation events and sampling (off line) ;
- self evaluation by all having responsibility for organization and delivery :

1.5.3 The key strands to be achieved in the second tier are:-

- making available valid, quality -assured and comprehensive data on what has taken place;
- open and honest self evaluation ;
- establishing a common understanding of the comprehensive data on what has place ;
- taking action to improve practice where appropriate;
- sharing good practice;
- picking up the development issues as appropriate, through, for example, strategic planning, staff development and review;
- reporting review outcomes to Board of Management.

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1.6 Tertiary Tier of Quality - Auditing of the System in the Primary and Secondary Tiers



1.6.1 Elements of this tier to be addressed, include :-

- self evaluation by those responsible for reviewing ;
- monitoring moderation ;
- auditing project documentation ;
- auditing packs ;
- surveys among shareholders of the quality system;
- reporting internally and externally as appropriate.

1.7 Staff Development and Training

1.7.1 To ensure that all aspects of this policy are effective, appropriate staff development programs are to be implemented. Some aspects of development are to be auctioned through the Staff Development Review process.

1.8 Equal Opportunities Monitoring and Action

1.8.1 The Quality Assurance policy is one of the Company instruments helping it to achieve its obligations and targets for ensuring that all staff have equal opportunities for learning.

1.8.2 All systems for delivery of provision within Tier One are to be designed to ensure that no discrimination exists.

1.8.3 In Tier Two, data needed for review and evaluation are to be acquired in terms of equal opportunities monitoring, i.e., analysis by ethnicity, disability, and gender, Reviews and evaluations are to address the issues emerging from the equal opportunities analysis of the relevant measure.

1.8.4 Tier three level auditing is to ensure that the appropriate data and information inputs took place, that the reviews considered the issues arising therein, and appropriate action was put in train.

1.9 Responsibilities

1.9.1 It is the responsibility of all staff and manager to :-

- be aware of the requirements of this Policy in carrying out their duties;
- keep themselves abreast of changes and revisions to the Policy;
- ensure, when carrying out the formal duties of the Policy's procedures, that they have made themselves fully competent for those duties.

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1.10 Appeals and Complaints

1.10.1 Appeals and complaints are to be subject to the Company normal criteria for fairness and openness.

1.11 Changes in Externally Required Procedures

1.11.1 The Company will comply with relevant changes in the requirements of validating bodies (including any relevant changes in the law) as they occur. Thereafter, the Company will amend this policy statement, its associated procedures, and its operational guidance as soon as is practicable, notwithstanding any review date contained in this document.

2 CONTEXT

2.1 The Context section includes: -

- relationship of this policy to earlier versions of the policy, e.g, how and this policy supersedes others ;
- relationship to the Company Strategic Plan, the Vision, the Strategic Aims, etc)

2.2 The QA Policy - What it does not cover

This policy sets out the quality approach for how provision is to be organized and quality is assured, but it does not prescribe detail project schedules or how the projects should be implemented to achieve objective.

3 RESPONSIBILITIES

3.1.1 Effective quality is critically dependent on clarity as to whom is responsible for what at every stage. The scope for confusion is significant, since any one staff member may have more than one role.

3.1.2 Responsibilities are to be defined for every specific aspect of the quality system of every unit of provision, and are to cover :-

- Engineers for projects delivery ;
- management accountability at both primary and secondary quality tiers ;
- corporate responsibility for QA for management and Quality Officer respectively ;
- functional roles of assessor, coordinator, moderator/verifier,
- auditor and reviewer.


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