

Quality Assurance & Improvement Policy

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Change Record

Issue	Date	Section(s) Affected	Description of Change / Change Request Reference / Remarks
1	11/02/2019	All	New Policy Produced
2	30/04/2021	All	Document Fully Formatted
3	14/02/2022	All	Full document – three yearly review
4	10/09/23	All	Full document review, change of policy name.
5	07/03/2025	All	Full document – Three yearly review – Including minor amendments to policy



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1. Policy

This Quality Assurance and Improvement Policy outlines our belief and commitment to ensure that ongoing Quality Assurance and Improvement is an integral part of our organisation.

PHX Training is committed to assuring the quality of our provision, and our drive is always to enhance our services to our customers, to set high expectations and do all we can to reach them.

Our philosophy also translates to the expectations we have for our Learners where we support their learning and facilitate them in reaching their potential.

Each PHX Training centre aims to be the first choice for high-quality education and training within its community.

2. Scope of the Policy

The Quality Assurance and Improvement Policy combined with the Quality Assurance and Improvement Handbook is to ensure continuous assurance and improvement through a process of self-evaluation and action planning incorporating the following;

- Analysis of data of all groups of Learners and targeting underperformance;
- Self-assessment;
- Quality improvement planning;
- Consistent guidance through handbooks, policies, procedures and documentation;
- Sampling of the customer experience;
- Internal audit and quality health checks;
- Verification and moderation of assessment;
- Observation of the Learners' journey;
- Observations of teaching, learning and assessment;
- Coaching and mentoring;
- External quality reports and assessments;
- Exchanging good practice internally and externally;
- Feedback from Learners, Employers and Employees;
- Internal and external comparisons of performance data;
- Delivery programme reviews and revisions.

The Quality Assurance Policy and associated procedures will involve all Employees and collaborative partners.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved, for example, with relevant sub-contractors and OFSTED.

PHX Training Quality Assurance and Improvement arrangements are continually reviewed to ensure that they meet the required compliance of a range of organisations that impact on our provision. These requirements include those that are laid down by Government, by funding bodies (ESFA), by sector skills councils (framework specifications) and by awarding organisations and qualifications authorities (assessment and verification).

3. Responsibility for Implementation

- The Head of Central Services will ensure that all Employees (Managers, Tutors, Trainers, Assessors and Support Employees) understand, are engaged with and take responsibility for the implementation of the Quality Assurance Policy to ensure positive learning experiences at all stages.
- Quality Assurance Employees will be responsible for driving quality across PHX Training delivery to identify and minimise potential areas of risk, ensuring that all processes and procedures are in place to promote quality across the company, continually review and assess our performance, be pro-active in improving the quality of the service that we offer and to ensure that Learners achieve their relevant qualifications in a timely manner.
- It is the Head of Central Services who has the responsibility to ensure there is a review of this Policy once every three years.
- It is the responsibility of all Employees to engage positively in the review to encompass positive change to the delivery of programmes ensuring successful outcomes for Learners.

4. Policy Focus

PHX Training is committed to the quality provision of learning programmes within the Adult Curriculum focussing on Adult Education and Work Based Learning curriculums through both accredited and non-accredited delivery.

The Quality Assurance and Improvement Policy and the Quality Handbook will;

- 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;
- Develop and sustain a diverse range of programmes across centres which provide opportunities for progression and which provide Learners with experiences and wherever appropriate, qualifications suited to their learning aims;
- Ensure rigorous, standardised and consistent assessment procedures, which meet the standards of internal and external validating agencies;
- Provide information which supports strategic planning for PHX Training business development;
- Monitor and evaluate the procedure for advising, interviewing and counselling Learners at entry and throughout their time at PHX Training;

- Establish standards and monitoring procedures for providing a supportive and accessible range of services to all Learners;
- Provide Learners with a supportive and encouraging environment to successfully complete and achieve their learning programmes.

5. Employees

On-going Quality Assurance Awareness Training for Employees will be provided through induction, one-to-one coaching and training, structured meetings and events.

This will enable;

- Regular review of performance, training and developmental needs of all Employees by the provision of monthly PHX Training one to one meeting at all levels and with all Employees;
- Encouragement of continual professional development and to offer training and development to individuals from induction and throughout their employment;
- Monitoring and evaluation of performance and developmental needs through at least two internal observations each year; this may be more frequent if individual needs require;
- Monitoring and evaluation of the effectiveness of the training and development against individual and PHX Training strategic goals.

6. Learners

Awareness of the Quality Assurance and Improvement Policy will be provided to all Learners at the outset and during delivery of their learning programmes.

This will ensure that;

- All Learners are made aware of the quality standards that are used to provide quality learning provision at PHX Training;
- All Learners are able to provide feedback by means of: including comments in the suggestion box, review meetings and exit questionnaires which will be analysed, and relevant revisions incorporated if appropriate;
- All Learners performance in the workplace will be monitored and evaluated to provide support, additional learning and assistance if required;
- All Learners files will be continuously and rigorously assessed for quality ensuring correct learning provision and funding is available throughout.

7. Employers

Awareness of the Quality Assurance and Improvement Policy will be provided to all Employers at the outset and during delivery of learning programmes to their Employees.

This will ensure that;

- All Employers are made aware of the quality standards that are used to provide quality learning provision at PHX Training;

- All Employers will be assessed for safeguarding procedures and health and safety affecting Employees undertaking learning programmes;
- All Employers will be monitored and evaluated on the quality of placement offered to Learners undertaking programmes.

8. Procedure

The process of Quality Control requires all Employees to meet on a regular basis to review their work, set standards and monitor Learner perceptions and achievements across all parts of learning programmes.

- Quality Control will be carried out against agreed criteria which will incorporate performance indicators;
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators;
- A review will be supported by analysis of Learner, Employees and Stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

9. Outcome

The outcome of these processes will provide information to enable continued provision of high-quality learning to all Learners ensuring;

- Action planning for improvement of learning programmes across PHX Training;
- Highlighting of any issues that need consideration by PHX Training;
- Support for PHX Training business and strategic planning cycle;
- Contract compliance is maintained across all relevant areas that PHX Training is delivering within;
- Self-assessment and development planning is informed at all stages ensuring Learner achievement is maintained throughout.

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 PHX Training Quality Improvement Plans and Self-Assessment Report.

Achievement of relevant quality standards including Matrix for Information Advice and Guidance service delivery should be sort at relevant junctures.