



Policy 3

# QUALITY POLICY



## **M.E.A.T (Ipswich) Limited**

- MEAT will continually strive to provide our customers with quality products and services, which they recognise as good value and a service that excels;
- MEAT will ensure our continued success by endeavouring to satisfy our customers' requirements first time, every time;
- MEAT is committed to managing our services and processes in ways which engender the professionalism, enthusiasm and pride of all our employees, personnel, staff, workforce and produce results, which satisfy all who are involved in the company.



## 1. Rationale

Effective quality assurance enables us to make informed decisions about how effective we are in our delivery teaching and learning. It helps provide evidence on our effectiveness of all stages of an apprentice's journey – from initial contact through to completion and progression. We gather evidence directly and indirectly, and the Senior Management Team use this to identify our strengths and areas we can continuously improve through our Quality Improvement Plan.

## 2. Scope

Quality assurance covers all activities in the organisation, including the learning journey from initial assessment to progression and all office support functions. As such, this policy is applicable to all staff.

## 3. Aims

- To encourage the continuous improvement in the quality of our teaching, learning and assessment – with the intention of making learning an effective and enjoyable activity. This in turn will increase apprentice and employer satisfaction and the effective achievement of individual learning goals;
- To maintain our status as a highly regarded national training company in the meat industry, developing and maintaining a range of accredited and non-accredited learning programmes. These will support apprentices apply their learning in the workplace and create opportunities for progression through skilled work and onto higher learning;
- To ensure rigorous and consistent initial, formative and summative assessment procedures, which meet the standards of external awarding bodies, apprentices and their employers;
- To provide information which supports our self-assessment and strategic planning to meet employer requirements for qualified and skilled staff – and best support the apprentice develop their career.

## 4. Responsibility

The Managing Director is responsible for the following:

- Standards – defining what we are trying to achieve in the delivery of our services to learners and employers;
- Setting quality targets and monitoring progress towards these;
- Collating and using feedback from learners, employers, staff and other stakeholders;
- Any complaints from learners, employers, staff and other stakeholders;
- Using the findings from quality assurance to help inform our self-assessment process, quality improvement and individual CPD plans;
- Collating, analysing and reporting data;
- Achievement and compliance to external quality standards;
- Documentation – including procedures and forms.



## 5. Quality assurance activities

The key quality assurance activities include, but are not limited to;

- Learner journey:
  - Initial assessment of learner needs – agreeing quality targets;
  - Initial assessment of employer needs – agreeing quality targets;
  - Creation of learning plans to meet learner and employer needs;
  - Observation of the quality of teaching, learning and assessment;
  - Learner and employer voice through reviews;
  - Learning platform;
  - Preparation for end point assessment;
  - Achievement of end point assessment;
  - Progression in the workplace.
  
- Internal Quality Assurance of teaching learning and assessment:
  - Lesson observation – internal and external;
  - Learning platform;
  - Learner interviews;
  - Employer interviews;
  - Use of progression monitoring data to inform senior management team;
  - Feedback to staff where standards are met and when not met, with agreed actions;
  - Sampling framework.
  
- Mentoring:
  - Frequency and outcomes from mentoring towards professional development targets.
  
- CPD plans:
  - Progress towards targets, advice and support where actions are required.
  
- Office functions:
  - Customer service standards;
  - Complaints and feedback handling;
  - Learner and employer monitoring;
  - Monitoring and development company procedures.

### 5.1 Quality Assurance of Apprenticeship Teaching & Learning

We use a cyclical model for the quality assurance of our Teaching and Learning developed over more than 35 years of trading. All teaching & learning is planned to meet the needs of apprentices and their employer



objectives. Delivery is monitored and feedback collated from all stakeholders. The outcomes are used to inform our Quality Improvement Plan, CPD plans for staff and ongoing professional reviews with apprentices and their employer.

Key activities include:

- All teaching material is designed to comply with the content and level as detailed by the awarding organisation and then tailored to meet individual apprentice and employer needs;
- All training material, either created in-house or purchased, is subject to an internal quality assurance check by the Managing Director. All e-Learning resources are trade based and checked for endorsement by the industry;
- All new staff have a comprehensive induction process. They buddy with an experienced trainer, assessor, until fully competent and formally qualified for their role;
- We have a consultant who conducts lesson observations using teaching & learning standards, ETF Professional Standards and the Ofsted Education Inspection Framework. Each established member of staff is observed three times per year and new staff have up to six observations a year. Action plans for continuous improvement are agreed from the documented observations, which may include training or re-training;
- Quality assurance is an agenda item on team meetings to provide an opportunity for the Training Manager to feedback on information gathered and agree actions with staff (linking to CPD plans);
- Every workplace visits with an apprentice (at least every twelve weeks) is accompanied by a review of progression and teaching & learning with the apprentice and their workplace supervisor against agreed outcomes. Feedback on the learning activities delivered since the last meeting are captured and shared with the Training Manager. Agreed targets including improvements in the quality of our service are agreed (such as adding specialist curriculum content to match changes in the workplace) and reviewed at the next workplace visit;
- Our administration team and Managing Director conduct customer relationship management telephone calls and visits to employers and apprentices;
- In addition to the formalised gathering of feedback, all apprentices and employers are invited to raise any comments on the quality of the service we provide. Where this is evidence of effective practice, we share this with the team and may include it as a case study or social media article. Should an apprentice or employer feel we have not delivered to our high standard, we use our complaints procedure to ensure this is accurately and quickly actioned;
- We encourage sharing of effective teaching and learning practice both internally and externally. Internally we use our buddy system with more experienced staff and externally we collaborate with employers, industry trade bodies and other training providers.

## **6. Improvement Actions**

Where quality standards are not met (either identified through our monitoring or raised by a learner or employer), a risk managed approach is taken to identify the priority of the actions required. We will work



with the employer and learner to clarify where improvements are required and agree actions for all parties.

If the improvement action is with a member of staff, an individual review is undertaken to agree what action is to be taken, how a quality standard will be met, and how achievement will be monitored. The Managing Director will report monthly to the senior management team any need for improvement actions and progress towards these.

## **7. Review and Management Responsibility**

The Managing Director has responsibility for the implementation and monitoring of our quality assurance arrangements for teaching and learning. Reports are considered by the Senior Management team based on;

- Progression monitoring from our learner management system;
- Summary reports on feedback from staff, employers and apprentices;
- Examples of feedback from workplace visit records;
- Details of any feedback directly received by our head office, action taken and outcomes;
- Key actions to inform our Teaching & Learning strategy – reflected in our Quality Improvement Plan;
- Identification and sharing of effective practice;
- Strengths and areas for development from quality assurance process.

The senior management team are responsible to ensure the accurate setting of quality standards which align to the strategic and operational plans, the overall monitoring against these targets and implementation of any corrective action. They are also responsible to ensure this policy supports the CPD policy and to ensure this policy complies with the Equality and Diversity policy.

## **QUALITY POLICY AND MANUAL REVIEW**

The Quality, Procedures, and Forms Manual will be reviewed annually.

The Quality, Procedures, and Forms Manual underwent review through October 2023. Ad hoc alterations will be made as and when required.

On receipt of contract, Jane Dale (Managing Director) evaluates the implications of any changes necessary to ensure all current and new contractual requirements are incorporated into the manual.

Jane Dale and Elaine Wright (General Manager) work jointly to update procedures and the documentation contained within the manual. On completion of the review a Staff Meeting is arranged where all members are briefed on the changes and an updated copy of the manual is made available.



## QUALITY ASSURANCE SYSTEM

The Quality Policy Manual Consists of: -

1. Health and Safety Policy;
2. Equality and Diversity Policy;
3. Staff Development Policy;
4. Policy on Data and Confidentiality.

There is a Development and Action Plan detailing objectives, time-scales, targets and implementation methods for the above. Jane Dale (Managing Director) is responsible for drawing up the Development and Action Plan and for its review.

A review of relevant aspects of the Development Plan will take place at regular 3 monthly intervals and the plan will be updated as necessary.

The system is fully documented, implemented and built around Quality Assurance Standards:

1. Business Planning and Policy Development;
2. Administration and Management Control;
3. Staff Development;
4. Design, Development and Assessments;
5. Sub-Contractors;
6. Evaluation.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

**JANE DALE**

Managing Director.

Reviewed: April 2024

To be Reviewed: April 2025