



Quality Assurance System

PL05 - Policy on Quality

Rev 1.0

Policy on Quality

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	1.0	New Document

Management of Quality

1.1 Quality Policy

LASNTG is committed to identifying, developing and delivering a high standard of training, through the implementation of an approved QAS system, to Local Authority staff and staff working in the private sector across a broad range of functions, disciplines and skill levels.

1.2 Aims of the Quality Assurance System (QAS)

- To promote high standards in training and learning
- To help us to meet the needs of all our stakeholders effectively, particularly our Learners
- To provide staff, Learners, employers, awarding bodies and the general public with reliable and accessible data and information about our Programmes, outcomes and standards.
- To help us identify any area of weakness where quality is compromised
- To increase Learner and employer satisfaction with a view to growing and expanding training provision
- To ensure consistency across all Programmes in needs identification, Programme design, Programme delivery and Learner supports

1.3 Scope of the QAS

The QAS applies to all activities associated with training provision and to all staff and contracted Trainers, at LASNTG Office and RTC level, and in the context of training provision. This is addressed in the Quality Assurance Manual under the following sections:

2. Governance
3. Management of Quality
4. Documented Approach to Quality Assurance
5. Assessment
6. Staffing
7. Learning Resources and Supports
8. Teaching and Learning
9. Programmes of Education and Training
10. Self-Evaluation, Monitoring and Review
11. Information and Data Management
12. Public Information and Communication
13. Collaborative Provision

1.4 Responsibility for the QAS

LASNTG oversees the resourcing and implementation of the QAS. Responsibility for day to day activities associated with implementing the QAS is delegated by LASNTG to the LASNTG Office. The Programme Coordinator, based in the LASNTG Office, is responsible for ensuring the QAS is implemented at an organisational level. The Programme Coordinator ensures that staff, Trainers Learners and relevant stakeholders are aware of their respective QA responsibilities.

The RTC Managers oversee local implementation and oversee RTC staffs' role in implementation. The LASNTG Verifier, who is based in the LASNTG office, is responsible for quality assuring the assessment process and works closely with the RTC staff, who verify Learner evidence at a local level.

1.5 Embedding a Quality Culture in LASNTG

LASNTG is responsible for ensuring that the Quality Assurance System (QAS) and a culture of quality is embedded in the network and underpins how it operates. LASNTG is also responsible for ensuring that the QAS is properly resourced and supported. LASNTG has delegated responsibility to the QA Team for evaluating and monitoring the implementation of the QAS across the network of RTCs, and the LASNTG office, and to ensure its effectiveness in achieving its aims.

Membership of the LASNTG QA Team comprises of:

- Programme Coordinator
- Secretary
- Quality Officer
- RTC Managers

Its aims are achieved through:

- Quality assurance/quality matters is an agenda item at all QA Team meetings and at team meetings in the RTCs
- Our approach and commitment to quality provision is clearly set out in our Trainer and Learner Handbooks and is discussed at Learner and Trainer Induction
- Staff members', and contracted Trainers, responsibilities in ensuring quality provision are detailed in their role descriptions
- The Programme Coordinator rolls out regular training and information updates on the QAS
- The Programme Coordinator ensures that accurate data on the quality of our provision is available and accessible to relevant stakeholders.
- We encourage and invite ongoing feedback and commentary from stakeholders with regard to quality and operate an open-door policy with regard to suggestions for enhancements and improvements to our quality initiatives
- We invite the users of the QAS to input into the design of QA policies and procedures to promote a sense of ownership of quality amongst our stakeholders and increase the level of 'buy-in'.

1.6 Risk Management

The Secretary is responsible for the implementation of LASNTG risk management process at an organisational level. The RTC Managers are responsible for identifying and detailing risk locally. This process is underpinned by the development of a Risk Register, specific to the activities of training provision, from needs identification to the completion of training. The Programme Design and Development team identifies, and documents, potential risk which may impact on the Programme at the design stage. The QA Team monitors the Register, reviews it on a quarterly basis and reports on it to the sectoral Training Groups who may add relevant high level, sector wide risks, to the Register

so that the final draft in each cycle is a comprehensive document intended to capture the most significant and strategic risks to Programme provision. Following review by the sectoral Training Groups, the Secretary presents the Register to LASNTG for oversight and approval. Updates on any significant changes in risks listed in the Register are given at subsequent meetings of the MEC by the Secretary.