

POLICIES AND PROCEDURES



Policy Title	QUALITY IMPROVEMENT POLICY & PROCEDURES
Policy Number	WLCBMS 013
Responsible	QUALITY ASSURANCE MANAGER
Approval by	QUALITY ASSURANCE COMMITTEE
Last Reviewed	AUGUST 2017
Next Review	AUGUST 2018

QUALITY IMPROVEMENT POLICY & PROCEDURES

CONTENT

SECTIONS

1. PRINCIPLES
2. CONTEXT
3. ROLES & RESPONSIBILITIES
4. QUALITY ASSURANCE PROCEDURES AND CONTINUOUS IMPROVEMENT
5. RELATED DOCUMENTS

QUALITY IMPROVEMENT POLICY & PROCEDURES

SECTION 1. PRINCIPLES

WLCBMS is committed to provide high quality education and training opportunities to all communities. Through an approach of continuous improvement, it is intended that provision will realise the full potential of students, enabling them to achieve the highest of standards in their programmes of learning. The College aims to equip students with the skills, knowledge and experience to meet both their personal needs and the ever-changing needs of the international and local job markets. The College regards itself as accountable to all its students, clients and those who validate or in other ways participate in its work

SECTION 2. CONTEXT

This policy will promote the identification of quality standards that are consistent with the regulatory and inspectorate bodies as in the Quality Code against which performance can be measured, evaluated and so improved.

Quality improvement will involve a process of regular self-evaluation by teams and individual employees who are responsible for delivering courses and other services including administration.

It will seek the views and perceptions of learners, employers and other stakeholders for whom the services of the College exist.

This policy will promote quality standards and performance indicators that are consistent with WLCBMS's improvement plan against which performance can be measured, evaluated and so improved.

It will support the processes of review both internally and with external partners including awarding bodies and University partners

This policy will involve all management and staff. Management will collate and monitor assessment reports for students and action plans.

SECTION 3. ROLES AND RESPONSIBILITIES

Quality Assurance Committee has the overarching responsibility however ultimately it the day to day responsibility of the Internal Quality Assurance Manager who will coordinate with the External Quality Assurance Adviser.

All employees (managers, teachers and support staff) are responsible for the implementation of this policy.

SECTION 4. QUALITY ASSURANCE PROCEDURES AND CONTINUOUS IMPROVEMENT

The College, through its continuous improvement is committed to:

- the involvement of all College staff in the support of the Quality Improvement Policy, utilising their skills and expertise
- the regular review and improvement of quality standards and services
- continuously developing the range and effectiveness of College quality assurance systems and tools to meet internal management information needs and external agency requirements
- the development of staff skills and the quality awareness necessary to deliver a critical and self-evaluative quality reporting format for all programme and student support areas
- ensuring that students are treated fairly, equally as individuals
- students have the opportunity to contribute to the shaping of their learning experience
- students are properly and actively informed at appropriate times of matters relevant to their programmes of study and all policies and processes relating to study and programmes are clear and transparent
- seeking the involvement of all users in the review of performance, the maintenance of high standards and the design of service quality, delivery and appropriate external involvement exists for the maintenance of academic standards

SECTION 5. RELATED DOCUMENTS

- a. QA System
- b. AQA Audit
- c. WLCBMS Policies