

Wallace School of Transport

## **Quality Assurance Policy**

### **Statement**

WST aims for continuous improvement of quality in all aspects of our work. This policy outlines our commitment to ongoing quality improvements helping our staff, instructors, learners and apprentices achieve the highest possible standards.

WST work in partnership with our prime, the National Logistics Academy (NLA) supporting apprentices gain their LGV Driving Licence.

Our Quality Assurance Policy and associated procedures involve staff, instructors and collaborative partners. Our procedures involve regular self-evaluation, internal & external audits and observations, and we seek views and feedback from our learners and customers.

The management of the procedures and process is delivered through our existing management team headed by our Directors and Training Quality Manager (TQM) who instigate relevant reports, agree self-assessments and action plans.

As part of our contract, where appropriate, our procedures and KPIs mirror that of NLA and therefore we utilise and adhere to NLA's Quality Manual (attached) to meet quality expectations and compliance, promote quality standards and performance indicators, against which our performance can be measured, evaluated and improved, and thus achieve NLA's and Ofsted's high standards.

### **Implementation**

Everyone at WST is responsible for implementing the Quality Assurance Policy. From induction, on-going 1-2-1 and quarterly reviews and meetings and bi-annual observations and audits, WST promote this policy reinforcing our high standards required.

It is the TQM's responsibility to ensure WST undertakes an annual review of the policy and the TQM leads the promotion of this policy to all staff and instructors. Individuals working with WST are required to engage positively in the review and ensure implementation.

### **WST Quality Assurance Focus**

To encourage continuous improvement in the quality of all learning and teaching programmes, to make learning enjoyable and thereby increase learner retention and achievement of individual learning aims.

To ensure rigorous, standardised and consistent procedures for assessments which meet the standards of external validating accredited bodies and agencies.

To provide feedback and support strategic planning for NLA's curriculum development.

To monitor and evaluate the procedure of advising, interviewing and counselling learners at entry and throughout their time with WST.

To establish standards and monitoring procedures for providing a supportive and accessible portfolio of services for all our learners.

## **Staff**

WST Directors will regularly review the performance, training and development needs of all staff and instructors through observations, reviews and appraisals.

WST will provide training and development to individuals according to our Continuous Professional Development Plan from time of Induction and throughout their time working with WST.

Instructors' evaluation of performance is by bi-annual internal observations and at least one annual random spot check observation/audit as well as external observations via our accrediting bodies NVDIR and NRI at time of instructor's qualifications renewals.

Staff evaluation of performance is by quarterly departmental team meetings, bi-annual appraisals 1-2-1 and Directors Annual Reviews.

Any areas for improvement will be recorded in the form action plans. Staff will be given detailed feedback to help support improvement as well as access to CPD, external training course and opportunities to shadow peers.

## **Learners**

At induction all learners are made aware of the quality standards of WST and NLA.

Learner feedback comes from Progress Reports learner review section, exit questionnaires and surveys. Data is analysed and where appropriate acted upon. We note findings in our Quality Improvement Plan and use the information to drive improvement across the company. If individual feedback highlights an area for improvement we will (through consent from the source) update the employer/NLA as appropriate, and take actions to improve.

All learners' performance in the workplace is monitored and evaluated as a core element of their Apprenticeship and on-going employer liaison and engagement with NLA will take account of workplace performance.

WST will continuously monitor learners' files and training records to assess for quality.

## **Employers**

WST ensure employers are made aware of the quality aims and standards of WST and NLA.

WST shows commitment to our Prime, NLA, by working closely with employers, developing relationships, feeding back good practice, or identifying concerns in local practice.

WST encourage employers to complete feedback surveys which help us assess our performance and identify areas of improvement. If individual feedback highlights an area for improvement we will (through consent from the source) update the employer/NLA as appropriate, and take actions to improve.

## **Procedures**

WST quality control requires the TQM to hold regular meetings across the different departments to review their work, set standards and monitor learner perceptions & achievements as well as measuring and monitoring WST performance indicators against agreed Quality Control criteria. During these meetings we review analysis of learner, employer and stakeholder views and perceptions as well as information gathered via questionnaires, survey and previous/other review meetings again to establish and develop/actions required to improve quality and enter such items agreed on our Quality Improvement Plan.

WST will undertake regular observations of delivery, internally by our Training Quality Manager and the Quality Managers of NLA where applicable. In order to verify good teaching practices, observations will include discussing the impact of sessions with learners. SMART actions will be agreed to improve the quality of delivery following observations and feedback of such to delivery staff and instructors will be swift. WST will undertake at least two observations of instructors and staff each year, but will increase the number as required depending on the need to improve the quality of delivery.

On top of observations and delivery of feedback, WST will undertake regular quality monitoring of documentation (including Apprentices Vocational Initial Assessments, ILPs and Progress Reviews) done internally through our Training Quality Manager and NLA where applicable. SMART actions will be agreed to improve the quality and feedback of such to delivery staff and instructors will be swift.

Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators and quality reviews will be supported by analysis of learner, employer, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings. Actions arising will be used to inform the continual professional development process and internal training plan.

WST Annual Team Meetings, group sessions, for all staff and instructors are when WST Directors and TQM feedback WST's annual performance measured against our Quality Targets that were set 12 months earlier. WST business plans, which include WST Quality Performance targets, are also discussed with actions and milestones agreed for the forthcoming 12 months of improvements.

### **Information and Outcomes of Process**

WST has designed our Quality Assurance Policy to:

- Develop our self-assessment and Development Planning for WST's improvement (as well as on behalf of NLA)
- Define our Action Plan for improvement, at team level and individually, via regular meetings.
- Define our process of feedback and communication of our Quality Review to all concerned.
- Highlight areas of concern or for consideration
- Supports WST's contract compliance to an exceptional standards
- Supports WST's business and strategic planning

The outcome and action plans that result from the above process form the basis of our annual WST Self-Assessment Report and as a sub-contractor, feed into the NLA Self-Assessment Report.

Signed by Directors: RUTH WALLACE & NEIL WALLACE

The image shows two handwritten signatures. The first signature on the left is 'Ruth Wallace' written in cursive with a horizontal line underneath. The second signature on the right is 'Neil Wallace' also written in cursive.

Date: 1/10/19

Review Date: 1/10/20

