

QUALITY MANAGEMENT POLICY

London Training and Employment Network (LTEN)

Last updated	January 2021
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London Training and Employment Network (LTEN) is committed to providing a quality learning experience for all learners by:

- a. matching each learner's skills and knowledge acquisition with an appropriate course, through interview, appropriate guidance, diagnostic assessment and induction
- b. promoting continuous improvement to refine and improve communication, control procedures and training to further improve the quality of provision and resources
- c. fostering ownership and commitment among staff.

In order to do this, it is vital that we regularly evaluate all aspects of provision by systematically:

- sharing good practice
- participating in staff development
- monitoring and reviewing as part of self-assessment and development planning
- ensuring partners participate in LTEN's Provider Performance Reviews

To implement this policy, we will

At learner level:

- ensure all learners will be allocated a personal tutor
- every personal tutor is requested to review learners' progress regularly against an Individual Learning Plan (ILP) which has details of qualifications on entry and personal barriers to overcome and targets for achievement
- formal complaints by learners will be made through the **complaints process** as outlined in the learner handbook
- all learners will have the opportunity to complete **satisfaction evaluation surveys** at key times during their programme and on exit.
- learners with disabilities or learning difficulties will be offered individualised programmes of study to assist them where necessary in line with the Equality & Disability Policies.

At staff level:

- actively work towards involving all partners in the sharing and taking ownership of quality services and provision
- produce an annual self-assessment report and development plan
- carry out internal observation of teaching and learning



- carry out annual staff appraisals
- carry out learner, employer, and staff satisfaction evaluations, benchmarked locally where possible
- design procedures for MIS data to ensure that learner data is accurate and owned by tutors
- design procedures which will ensure that external verifier reports are analysed, key actions identified, with priorities for action and monitored and led by the Operations Manager
- ensure that all staff understand the company's mission and objectives.

The nature of our activities places particular emphasis and demands on the experience and expertise of the staff employed. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all staff are suitably qualified and equipped to meet these requirements.

The Trustees of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the organisation, and all organisation personnel are required to co-operate with the Quality Representative in carrying out this task. In addition, the company operates an Equality & Diversity policy throughout all its activities.

Signed:

Name: REBECCA BROWN

Position: DIRECTOR/CHAIR BOARD OF TRUSTEES