

Quality Policy



Introduction

The Quality Policy describes the fundamental principles against which we operate our management system and which will support our objectives, mission and values.

This policy has been developed to ensure that Innersummit achieves the quality standards of Innersummit's advisors as well as those of the following agencies:

- The Learning and Skills Council
- The Employment Service

In addition, the policy provides a framework for establishing appropriate processes for quality control, quality assurance and continuous improvement towards excellence.

Innersummit recognises that the achievement of excellence depends upon the ability, motivation and commitment of its staff and students. Therefore, it is reflected in our core values:

- **Belief in Enterprise:** We are motivated by unlocking the potential that people have to develop and pioneer their visions
- **Commitment to Principles:** We are passionate about the knowledge products we develop, design and deliver. We aim to model the principles we teach
- **Wealth Creation:** We embrace profitability and growth as the lifeblood of our organisation; financial resources is one tool that we used to help us fulfil our vision
- **Inspiring Resilience:** We are driven to 'breathe life' into 'dead situations' (inspiration) and encourage the capacity for people to recover quickly from difficulties (resilience)

To ensure that everyone understands their role and responsibilities, the Quality Policy, the supporting strategies and the Quality Assurance Manual will be disseminated and promoted widely within Innersummit's learning community.

This policy clearly demonstrates a management-led commitment to continuous improvement where the customer is central to the organisation and the services that Innersummit provides. Our customers include:

- learners
- employers
- colleagues
- visitors

Each group will have its own needs and expectations and the services we provide must reflect individual needs.

Scope

The policy applies to all aspects of Innersummit's provision wherever the location of delivery and includes provision delivered through partnership arrangements.

Quality Policy Statement

We will place quality at the forefront of everything we do. We will strive to consistently meet customers' needs through the delivery of quality products and services. We aim to continuously critically review our performance, aspiring to excellence in everything we do.

Structures

We expect all staff to take responsibility for the quality of their own work and the impact that it has on Innersummit's provision. However, specific roles and responsibilities are attached to certain posts within Innersummit.

Quality Assurance System

The Quality Assurance Manual sets out the procedures for assuring quality. The purpose of quality assurance is to provide consistency in performance and experience.

Innersummit's system uses some of the features of recognised quality models, but is not exclusively based on a single model.

The principles of Innersummit quality model are as follows:

1. Quality assurance is about people not paper.
2. Procedures are straightforward, practical and understood by deliverers.
3. All curriculum and support operations are covered.
4. Individuals and teams take ownership and responsibility for quality and any inconsistencies that may from time to time occur.
5. Active use is made of Learner's and Employers' Charters.
6. External quality requirements are satisfied.
7. Standards are established based on benchmarking against best practice.
8. Interventions are timely and effective and led by the staff responsible for the service or provision.
9. We strive to continuously improve.

Quality Control and Evaluation

The standard management reporting and business monitoring processes will incorporate quality monitoring and measurement. In particular, the key performance indicators set out below will be used to judge the effectiveness of the quality assurance system and quality controls:

- Retention, Achievement and Success Rates
- Observation Grades
- Learner Satisfaction measures
- Employer Satisfaction measures
- Self-assessment grades and judgements