



PROVEK QUALITY POLICY

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All Associate Project Management trainers and support staff

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Quality Policy

Purpose

This policy sets out the overarching quality framework for Provek Ltd.

Introduction

1. Provek Ltd.'s vision is to be an outstanding provider of vocational training in the Project Management sector.
2. We endeavour to research the needs of employers, learners and the local community to plan a rationale and intent to ensure all appropriate needs are met.
3. This policy outlines Provek Ltd.'s approach to ensuring continuing quality improvement and represents the minimum requirement for performance and standards.
4. Provek Ltd seeks continuous improvement in the quality of all aspects of its work both internally and with its associate trainers to ensure all learners achieve to the highest standard and perform to the best of their ability.

Scope

5. This policy and specific policies relating to quality and standards apply to all staff at Provek Ltd and its associate trainers. The management of the process will be through the existing organisational management structure and led by the Operations Director.
6. Quality improvement will be based on a process of regular self-assessment by teams, learning and assessment observations, and meetings with individual staff responsible for delivering programmes.
7. Provek Ltd will seek the views and perceptions of learners, employers, staff and where appropriate, associate trainers through frequent and annual perception surveys.
8. Learning programmes at Provek Ltd covers the Level 4 Associate Project Management Apprenticeship programme. The purpose of this policy is to ensure that standard Internal quality improvement procedures apply that meet the requirements of Ofsted, the awarding organisations and Education and Skills Funding Agency (ESFA).

Responsibility for implementation

1. All staff employed by Provek Ltd and their associate trainers are responsible for the implementation of this policy.
2. The Operations Director will be responsible for the annual review and update of this policy and dissemination to all staff.

Management accountability

1. Appendix 2 illustrates the management structure of Provek Ltd with responsibility for delivery and monitoring of this policy.

Policy Statements

1. To encourage continuous improvement in the quality of teaching, learning and assessment in all programmes, thereby making learning an enjoyable experience, increase participation, and achievement in a timely manner.
2. To develop and sustain the Level 4 Associate Project Management training programme, which provides opportunities for learner progression to further or higher education or employment.
3. To ensure rigorous and consistent assessment practice, which meet the standards of external awarding organisations.
4. To provide information that supports internal strategic planning and meets employer requirements for qualified and skilled staff.
5. To ensure the health, safety, wellbeing and safeguarding of all learners whether they be in a Provek Ltd training facility or employed in the workplace.
6. To carry out appropriate checks on all learner facing staff to ensure the protection and safety of learners.

Quality Monitoring Systems

The statement of this Policy is supported by a clear set of processes outlined in detail in the Quality Management System. To ensure the maintenance, embedding and management of the Quality Policy, it is supported by the Quality Journey that details all processes to meet quality standards, including:

Internal Quality Assurance	Quality Improvement
<ul style="list-style-type: none"> • IQA strategy • IQA Sample Plan • OTLA Strategy • Managing Fraudulent Activity • Marking and RPL Policy • CPD Policy 	<ul style="list-style-type: none"> • Self-assessment • Managing satisfaction surveys • Managing Complaints and Queries
External Measures	Continuous Improvement
<ul style="list-style-type: none"> • Managing End Point Assessment • Managing Inspection • Conflict of Interest • Malpractice/Plagiarism 	<ul style="list-style-type: none"> • Managing changes to standards • Managing Learning Resources • Quality Improvement Plan

Initial Advice and Guidance

1. To monitor and evaluate the procedure for advising, assessing and on-boarding learners at entry and throughout their Level 4 Associate Project Management programme.
2. To monitor and evaluate the standard of services in response to the needs of employers.
3. To ensure a clear progression route using the initial assessment process, to plan and deliver appropriate programmes, and where appropriate, learning support to ensure all learners achieve their planned learning goal.
4. To monitor and evaluate the standard of career advice and/or next steps guidance given to all learners.

Staff support and development

1. To regularly review the performance, training and developmental needs of all staff through the operation of company Continual Professional Development (CPD) employee reviews.
2. Through CPD plans, to train and develop individuals upon appointment and throughout their employment.
3. To provide all staff with an annual appraisal and performance feedback.
4. To monitor and evaluate the effectiveness of such training and development against the company strategic goals and self-assessment processes.

Training Associates

1. To have in place a rigorous system of quality assurance based on the regular review and assessment of the quality delivered.
2. Provek Ltd will provide each associate trainer with a detailed job description identifying the expectations and obligations for both parties.
3. To comply with the process, audit requirements and guidance provided for review and assessment, which is issued by funding organisations from time to time and applicable to Provek Ltd.
4. Where applicable, to agree an action plan for improvement following any feedback from internal monitoring visits or following feedback from external organisations or inspection.

Methodology

1. All learners and staff will be made aware of the quality standards required within Provek Ltd.
2. This policy will form part of the staff performance management policy.
3. The process of quality control requires all appropriate recruitment, teaching, delivery and assessment teams to meet a minimum of four times per year and more frequently as required particularly when there are staff changes.
4. Quality control will be carried out against agreed criteria, which will incorporate performance indicators as required by Ofsted, the awarding organisations and Education and Skills Funding Agency (ESFA)
5. Programme performance data will be made available through regular management information reports shared with all managers.
6. Any programme review will be supported by analysis of learner, employer and sub-contractor views collected via surveys and survey meetings.
7. The outcome of these processes will be used to inform the annual self-assessment report and quality improvement planning process, devise performance targets and key performance indicators.
8. Feedback on actions resulting from reviews and surveys will be communicated to Provek Ltd employees via both team and/or individual meetings.

Feedback

Constructive comment on the continued improvement of this Policy is welcomed and should be forwarded to the Operations Director.

Policy review

This Policy has been reviewed and approved by the Senior Management Team. The next review will take place during January 2022.

Appendix 2 Organisation structure

Responsibilities for quality and standards management

Management & Quality team

