

## Quality Policy

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### **Mission Statement**

Klozers recognises that it has a responsibility to every client to deliver the best service, experience and outcomes possible. This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. We are committed to continually improving our Quality Policy as an integral part of our business strategy and operating methods, with regular review points. We will encourage employees, customers, suppliers and other stakeholders to do the same.

### **Responsibility**

Iain Swanston (Managing Director) is responsible for ensuring that the Quality Policy is implemented, maintained and adhered to. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

### **Policy Aims**

Klozers are committed to help every client achieve the highest possible standards and aims to be the first choice for high quality Sales Consulting, Sales Training, Sales Coaching and Sales Conference programmes. The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners.

### **Implementation**

The management of the process will be through the existing organisational structure. Line managers will initiate procedures within their teams and collate and agree self-assessment reports and action plans. The quality assurance procedures will be founded in a process of regular self-evaluation by teams in different departments, internal & external audits and observations, in addition to employer and client feedback.

The quality procedures will seek the views and perceptions of learners and other stake holders for whom the services of Klozers exist. Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved for example Kirkpatrick Training Evaluation.

## Responsibility for Implementation

All staff (consultants, associates managers, tutors, assessors, support staff, graduates) are responsible for the implementation of the Quality Assurance Policy. Where a Project Lead has been assigned they will assume overall responsibility on the said project.

It is the Managing Directors responsibility to ensure there is an annual review of the policy. It is the responsibility of all to engage positively in that review and ensure implementation.

To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims.

To develop and sustain a suitable range of programmes which provide opportunities for progression and which provide learners with experiences and wherever appropriate, qualifications suited to their learning aims and that of the project where appropriate.

To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies.

To provide information which supports strategic planning for Klozers business development

To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time at Klozers.

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

## Staff

To review regularly the performance, training and developmental needs of all employees through the operation of Klozers annual review and appraisal scheme.

Through Continuing Professional Development Plans, to offer training and development to individuals from Induction and throughout their employment.

To monitor and evaluate performance and developmental needs through three internal observations a year and one external observation.

To monitor and evaluate the effectiveness of the training and development against Klozers strategic goals.

## Learners

All learners at Induction will be made aware of the quality standards at Klozers.

All learner feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon.

All learners performance in the workplace will be monitored and evaluated.

All learners files will be continuously and rigorously assessed for quality.

## Employers

All employers will be made aware of the quality standards of Klozers.

All employers will be assessed for safeguarding procedures.

All employers will be monitored and evaluated on the quality of placement offered.

## Procedure

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner perceptions and achievements.

Quality control will be carried out against agreed criteria which will incorporate performance indicators

Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators

Reviews will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings

### **The outcome of these processes will provide information:**

- To inform the process of Klozers self-assessment and development planning.
- To action plan for improvement at Klozers team level.
- To highlight issues that need consideration by Klozers.
- That supports Klozers business and strategic planning cycle.
- That supports Klozers contract compliance to an exemplary standard.

**Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.**

**The outcomes and action plans that result from process will form the basis of the annual Klozers Self Assessment Report.**

