



## Quality Management System

Eastern Region Training Group Ltd

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### **Scope of Policy:**

Eastern Region Training Group provides inspirational training business. The aim of this system policy is to outline how we ensure a high level of quality across all the work areas at Eastern Region Training Group. By outlining job roles, task, and timelines for all major processes within the company, we can be accountable at all stages of the process and be able to identify and solve gaps by way of analysis.

Eastern Region Training Group works with many awarding bodies across several sectors and while there are cross overs within the requirements, there are also several specific processes to adhere to which this policy will outline and ensure compliance through several easy to manage stages.

### **Quality Objectives:**

- To deliver training which demonstrates industry standards and creates a safer workforce in the construction industry
- To comply with all external awarding bodies and external auditors without need for action plans arising.
- To have smooth plans and processes in place which allow for continuity in delivery with staff changes.
- To attain ISO9001 accreditation by 2024 with our Quality Standards.
- To be an example of best practice in at least one area of our QMS with one awarding body or external auditor.
- To identify problems and improve with auditable data and evidence which obeys review schedules.

### **Key Performance Indicators:**

At Eastern Region Training Group, we strive to improve and become a more efficient business. All targets will be SMART with an allocated individual to complete the task.

- For the first 6 months of the introduction of our new courses, quality reviews will be completed every month. This will include a review of the schedules to check targets and any action plans which are in place.
- For the next 6 months, two checks will be completed quarterly.
- If everything is in place, the reviews will drop to annual review.
- If any problems arise, an investigation will be conducted and compiled to form the basis of an action plan moving forward.
- We will seek to measure success with outcomes such as EQA visits with no action plans, maintaining DCS with awarding bodies and the winning of tenders.

## **General QM Principles:**

ERTG approach Quality Management through the Plan, Do, Check, Act cycle. We aim to follow the seven quality management principles which are:

- QMP 1 – Customer focus
- QMP 2 – Leadership
- QMP 3 – Engagement of people
- QMP 4 – Process approach
- QMP 5 – Improvement
- QMP 6 – Evidence-based decision making
- QMP 7 – Relationship management

### **Principle 1 – Customer focus**

Customers are essential in all our work and therefore ERTG should understand current and future customer needs, should meet customer requirements, and strive to exceed customer expectations.

### **Principle 2 – Leadership**

Leaders establish unity of purpose and direction of the organization. AT ERTG, our leaders will create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

### **Principle 3 – Engagement of people**

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.

### **Principle 4 – Process approach**

A desired result is achieved more efficiently when activities and related resources are managed as a process.

### **Principle 5 – Improvement**

Improvement of the organization's overall performance should be a permanent objective of the organization.

### **Principle 6 – Evidence-based decision making**

Effective decisions are based on the analysis of data and information.

### **Principle 7 – Relationship management**

An organization and its external providers (suppliers, contractors, service providers) are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

## **General QM Procedures:**

At ERTG, we follow the Plan, Do, Check, Act cycle. We aim to give potential delegates ample information on our website to help them make informed choices about any course they wish to book with us. We have several policies listed on our website.

**Principle 1:** We will request feedback after each course which we will collate and identify patterns from. We have a traffic light system which highlights any concerns.

**Principle 2:** Clive Coote is our director who holds ultimate decision-making power. He holds all staff appraisals. As a small team, we have a Senior Management Team who contribute to audit decisions

**Principle 3:** As a small organisation, we are involved with all other levels of the team. We have designated roles and the ability to try new things and gain further training in areas of interest.

**Principle 4:** By implementing this policy, we have an outline and have created several holistic schedules and flow charts, which document our processes relating to choosing a course, on the part of a customer, to delivery and Quality Assurance (QA) of that course by our team.

**Principle 5:** As a small company, it can be difficult to address all the problem areas as they arise. However, by having a systematic approach to problem finding and troubleshooting, we can address items in a timely manner and in an efficient way, knowing who is responsible and how to safeguard against repetition of the problem.

**Principle 6:** By having customer feedback and robust quality review schedules, we can identify gaps based on real data and not hunches of staff. Without robust data and evidence which can be stated, a company cannot reasonably justify decisions made.

**Principle 7:** We welcome audits and improvement from external bodies and have sought to align our business with new awarding bodies standard each year, as well as with Suffolk County Council. We create a monthly newsletter to send to our group members, as well as holding open mornings and skills demonstrations in the centre. We also welcome businesses who wish to demonstrate products which align with our business ideals and objectives.

#### **Policies and Procedures:**

At ERTG, we have several written policies which outline our behaviour on several items. These are reviewed annually and in comparison, with county council guidelines, school policies and comparable businesses.

#### **Planning:**

At the beginning of each project, a SWOT needs analysis will be conducted to identify where we have gaps which need addressing.

We have several flow chart processes which can be used throughout the planning and implementation stage.

- CPD Process
- EQA Audited Course Process
- External Tutor Registration Process
- Performance Review Process
- Safeguarding Process

- Student Induction Process

We have several schedules to identify when events should happen:

- IQA
- Standardisation
- Performance Reviews
- Lesson Observations

### **Support:**

We have a shared drive with all our policies and procedures that staff can access during office hours to aid them, alongside all the required resources to undertake the training we provide at the centre.

All staff hold the appropriate qualifications and training to be considered competent in their role, have annual appraisals as well as regular training over the year.

We communicate as a team by holding meetings and taking minutes of the meetings we have.

### **Operation:**

Clive Coote remains as the Director of Eastern Region Training Group. However, in the day-to-day operations of Quality Management, Clive delegate duties to other members of staff.

We have policies which inform staff of operational procedures as well as flowcharts detailing daily operations. We have procedures for business operations which are security protected, as well as step by step guides for several activities in the office.

As we handle a lot of personal data as specified under GDPR 2018, we have clear desk policy throughout the office, as well as passwords on our computers, a locked data room which further contains lockable cabinets.

### **Performance Evaluation:**

We have several review cycles for different areas of the business.

- All policies have an annual review or are reviewed with updated legislation
- The DSL does a self-assessment in safeguarding and prevent annually
- Lesson observations from managers and peers bi-annually
- Standardisation meetings for each awarding body once per year
- EQA visits to check quality standards once per year or once every 6 months
- Our staff have an appraisal once per year
- Our staff keep CPD logs which are updated monthly and checked monthly and reviewed in their appraisal
- All QMS Flowcharts are reviewed annually

**Continual Improvement:**

If we identify a gap from our analysis, we will create a step-by-step action plan to resolve the issue which is Specific, Measurable, Achievable, Realistic and Timebound. We specify which staff member will oversee each step of the process and assign a manager for the project to ensure that everyone in the process is completing their steps.