

## Quality Assurance Policy

### Statement

The following quality assurance policy outlines our commitment to ensuring that our organisation continually works towards quality improvement in all aspects of business.

- Eton Academy strives to be the number one choice for high quality continuing education and training.
- This policy promotes continuous improvement through self-evaluation and action planning.
- This policy and its associated procedures apply to all employees and partners. The policy will be managed through the existing organisational structure with management initiating procedures within their teams and agreeing upon self-assessment reports and action plans.
- The quality assurance procedures are continually updated to reflect the outcome of regular self-evaluation by teams in each department, internal audits and employee and student feedback.
- The procedures seek feedback from learners who use our services.
- The procedures create and promote our quality standards and performance indicators, wherever possible, to reflect those organisations with which they can be measured, evaluated and improved.

### Responsibility

- All members of staff at Eton Academy are responsible for the implementation of the quality assurance policy.
- It is the Academic Manager's responsibility to ensure there is an annual review of the policy.
- It is the responsibility of all members of staff at Eton Academy to positively engage in the annual review and ensure that it is implemented.

### Focus of Quality Assurance

*Curriculum*

- To promote continuous improvement in the quality of our programmes thereby increasing student retention and the success of individual students.
- To continually develop and maintain a wide variety of programmes across our schools which provide opportunities for students to progress and also provide appropriate experiences and qualifications suited to their learning aims.
- To ensure diligent, standardised and consistent assessment procedures are in place and that they meet the standards of external validating agencies.
- To provide information which supports business development through strategic planning.
- To continually monitor and evaluate the procedure for advising, interviewing and counselling students throughout their studies with Eton Academy.
- To establish and monitor standards and procedures for providing supportive and accessible services to all learners.

### *Staff*

- To regularly review the performance, training and developmental needs of all Eton Academy employees through regular meetings between each member of staff and their individual manager.
- To offer appropriate training and development to members of staff throughout their employment to enable them to fulfil their job role.
- To monitor and evaluate the effectiveness of training and development against Eton Academy's strategic goals.

### *Students*

- All students are to be made aware of Eton Academy's quality standards at induction.
- All feedback from students will be considered and actioned appropriately.
- The performance of all students will be monitored and evaluated.
- The student's files will be continuously and diligently assessed for quality.

### *Procedure*

All staff are required to meet on a regular basis to review their work, set standards and monitor student's feedback and achievements in accordance with the process of quality control.

- Quality control will be carried out against agreed criteria and incorporate performance indicators.
- Statistical analysis will be carried out against agreed criteria and incorporate performance indicators.
- Reviews will be supported by the analysis of student and employee feedback gathered through questionnaires and testimonies.

**The aim of these processes is to provide information:**

- To review and maintain the process of self-assessment and development planning.
- To action plan for improvement.
- To highlight any possible issues that may need addressing.
- To support the business and strategic planning.
- That supports Eton Academy's contract compliance to a high standard.

Feedback on actions that are a result of this quality review process will be communicated to employees via team and/or individual meetings.

The outcomes and action plans which result from this process will form the basis of the annual self-assessment report.