



Learning Development Unit (Quality)

QUALITY STRATEGY

POLICY NO.	POL/014/000
APPROVED BY	Corporation
AUTHOR	Paul Baker
DATE ISSUED/REVISED	13 April 2000 (minor amendments 12.12.01) 10 July 2008 (redrafted as the College's Quality Strategy under Article of Government 3 (1) (b))

QUALITY STRATEGY

THE COLLEGE MISSION

The requirement for the College to provide education and training of a high quality is recognised in its mission:

'Stafford College will meet learner aspirations through excellence in performance and successful partnerships'

POLICY STATEMENT

The College views the raising of the standards of teaching and learning, success, achievement and retention as priorities and is committed to improving quality in these crucial areas.

Integral to this commitment, are further commitments to:

- provide our clients with high quality, impartial information, advice and guidance.*
- provide a high quality learning environment, systematically improved through a process of quality assurance, applicable to all areas of the College. We will endeavour to ensure that the quality of service which we provide will meet or exceed the expectations of our students and that teaching and learning will take place within a happy, stimulating and safe environment.*
- ensure that the College is responsive in meeting the needs of students, employers and the community.*
- provide a high quality service which will be delivered efficiently and cost-effectively.*
- establish consultative mechanisms through which the voices of individual learners, parents and employers can be heard and fed back to improve the quality of provision.*
- maintain rigorous quality assurance arrangements which provide objective assessments of the quality of provision and which facilitate an open and transparent accounting for performance. As well as College devised performance indicators we will use an appropriate range of externally produced quality standards in self assessment, e.g. Common Inspection Framework, Framework for Excellence, Pursuing Excellence (QIA strategy for the FE system as a whole), Integrated Quality & Enhancement Review (QAA's strategy for auditing HE in FE), Training Quality Standard, Matrix, Investors in People.*
- improve the quality of provision by establishing mechanisms for the systematic sharing of good practice and establishing intervention arrangements to target inadequate provision.*
- promote excellence and participation and celebrating students' achievements.*

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- *collaborate with other providers and working in partnership to provide a coherent, integrated service.*

STRATEGY FOR IMPLEMENTATION OF THE QUALITY POLICY

In embracing continuous quality improvement, the College seeks to demonstrate:

- commitment
- ownership
- action (both internal and external to the organisation)
- demonstrable outcomes
- adherence to arrangements for periodic review of the effectiveness of the quality strategy

Commitment

In demonstrating its commitment to achieving continuous quality improvement, the College will produce and revise as appropriate:

- A written quality strategy that is clearly linked to the College's mission statement, development plans and Charter and informed by relevant legislation and the views of funding agencies, students, the community, employers and staff.

The College will:

- Allocate overall management responsibility for implementing the quality strategy to the Vice Principal (Curriculum and Quality)
- Maintain up to date policies and procedures (Appendix 1) in order to deliver the commitments of the Quality Strategy
- Formulate an annual Quality Plan (Appendix 2) which sets out:
 - Methods for monitoring and measuring progress
 - Methods of consultation with the community, employers, students, parents and staff
 - The stages in the annual self assessment cycle
 - The meeting dates of major quality committees, forums and the Student Council
 - Timetables and timescales for action

Guidance on the implementation of the Quality Plan is found within the Staff Quality Manual (see staff intranet). This is updated annually and is cross-referenced to a full range of more detailed and specific quality guidance documents for staff.

The Governors will monitor the implementation of this Strategy via the Curriculum Standards and Performance Committee and advise the Corporation.

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Ownership

The College will seek to demonstrate ownership by staff and students of its approach to quality improvement and give a high public profile to the Quality Strategy by means of:

- Regular communication and publicity to ensure awareness of the Strategy and Quality Plan among:
 - students
 - staff
 - employers
 - Corporation members
 - people applying to be students or staff
 - suppliers of goods and services
 - consultative forums
 - the public
- Opportunities for students, staff, employers, Governors and others working in partnership with the college to discuss, evaluate, review and influence the strategy
- Staff and Governor induction and development opportunities to promote ownership and awareness and enhance or embed good practice

Internal action

The College will seek to demonstrate that:

- Data on student achievement, retention, the quality of teaching and learning and other relevant information is collected and used to review progress in raising:
 - student success rates
 - the quality of teaching and learning
 - the quality of support services
- All governors and staff are trained in the effective implementation of the strategy.
- Targets are set in College self assessment reports to improve the College's performance by drawing on relevant data and feedback from stakeholders, and that achievement against these targets is measured and recorded against the relevant action points in Quality Improvement Plans.

External action

The College will seek to demonstrate that:

- The college projects and promotes itself in the community and amongst employers as a high quality service provider
- Advice on quality is sought, when appropriate, from relevant outside agencies, including QIA (soon to be LSIS), OFSTED, QAA, the LSC and successor bodies

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Outcomes

Monitoring will allow the college to evaluate its progress.

Application of the Quality Strategy should result in:

- evidence of improvements in, or consistently high levels of student success
- an enhanced reputation in the local community and amongst employers
- increasing levels of stakeholder satisfaction

Meeting funding body requirements

The college will seek to demonstrate that it is:

- committed to continuous quality improvement
- meeting the needs of individual students, employers and the community
- able to meet funding body criteria relating to the quality and value for money of provision

Review of the quality policy

The Quality Strategy will be subject to an annual review by SMT and the Corporation in the Summer Term.

Equal Opportunities

Stafford College is committed to the implementation of policies to achieve equality of opportunity for all staff, students and members of the community it serves. In doing so the College will actively work to achieve equality regardless of age, race, skin colour, disability, gender, marital status, sexual orientation and faith.

RELATED DOCUMENTS

Staff Quality Manual (staff intranet)

College, Faculty, Unit and course self assessment reports (in the 'SAR Pool' folder on the w drive of the college computer network)

Questionnaire Results Analyses (in the 'Questionnaire Results' folder on the p drive of the college computer network)

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Appendix 1

Index of College Policies and Procedures

Policies

Reference no.	Title	Date issued/ review date
POL/001/000	Tutoring Policy	18 December 2001
POL/002/000	Admissions Policy	14 July 2005
POL/003/000	Accreditation of Prior Achievement	18 December 2001
POL/004/000	Student Alcohol Related Incidents Policy	February 1998
POL/005/000	Student Drugs Related Incidents Policy	5 February 2002
POL/006/000	Disability Statement	03 March 2008
POL/007/000	Equality and Diversity Policy	24 April 2007
POL/008/000	Health & Safety Policy	19 September 2007
POL/009/000	Key Skills Policy	10 August 2004
POL/010/000	Staff Stress Policy	10 July 2003
POL/011/000	IT Acceptable Use Policy	3 September 2002
POL/012/000	Public Interest Disclosure Policy	12 July 2007
POL/013/000	Management of Change Policy	19 June 2006
POL/014/000	Quality Strategy (in draft)	June 2008
POL/015/000	Careers Guidance Policy	29 January 2002
POL/016/000	Learner Support Funds	12 July 2007
POL/017/000	Learning Resources Policy	28 January 2004
POL/018/000	Treasury Management Policy	April 2003
POL/019/000	Examinations Conduct	16 March 2000
POL/020/000	Child Protection Policy	13 December 2007
POL/021/000	Additional Learning Support Policy	16 September 2003

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Reference no.	Title	Date issued/ review date
POL/022/000	Pre-16 Policy	10 October 2000
POL/023/000	Tuition and Examination Fees 06/07 Tuition and Examination Fees 07/08	15 December 2005 14 December 2006
POL/024/000	Data Protection	17 April 2008
POL/025/000	Recruitment & Selection Policy	6 July 2004
POL/026/000	Protection of pay & Conditions of Service	18 October 2001
POL/027/000	Environmental Policy	18 December 2001
POL/028/000	Staff Development Policy	August 2003
POL/029/000	Student Induction Policy (from Sept. 2002)	5 February 2002
POL/030/00	Race Equality Policy	21 August 2003
POL/031/000	Management of Sickness Absence Policy	11 July 2002
POL/032/000	Risk Management policy	13 July 2006
POL/033/000	Value for Money Strategy	14 December 2006
POL/034/000	Staff Harassment Policy	10 April 2003
POL/035/000	Assessment Policy	16 September 2003
POL/036/000	Policy for the appointment of members to the Corporation	23 October 2003
POL/037/000	Training and development policy for Governors	23 October 2003
POL/038/000	College Closed Circuit Television Policy	26 February 2004
POL/039/000	Access to Corporation Information	7 February 2008
POL/040/000	Student Attendance Policy	26 February 2008
POL/041/000	Recruitment of Ex-Offenders	18 November 2005
POL/042/000	Gifts & Hospitality Policy	14 July 2005
POL044/000	Course Monitoring Policy	5 December 2006
POL/045/000	Fraud, Corruption & Irregularity Policy	12 July 2007
POL/049/000	Learner Voice Policy	26 April 2007
POL/050/000	Learner Harassment Policy	21 August 2007

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Reference no.	Title	Date issued/ review date
POL/051/000	Learner Information, Advice & Guidance Policy	17 April 2007
POL/052/000	Policy for Remuneration of Senior Postholders	26 April 2007
POL/053/000	Gender Equality Scheme	27 April 2007
POL/054/000	Lone Worker Policy	19 September 2007
POL/055/000	Smoke-free Policy	12 June 2007
POL/056/000	Submission of Students' Assignments	18 April 2008

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Procedures

Reference no.	Title	Date issued/ review date
QAL/001/000	Document Control Procedure	10 August 2004
QAL/002/000	External Verifier Procedure	19 September 2007
QAL/003/000	Internal Verification Procedure	01 November 2006
QAL/004/000	Complaints & Accolades Procedure	04 March 2008
QAL/005/000	College Student Disciplinary Procedure	20 October 2005
QAL/006/000	Assessment Appeals Procedure	September 2003
QAL/007/000	Issuing of Attendance Registers	5 February 2002
QAL/008/000	Maintenance of Attendance Registers	5 February 2002
QAL/009/000	Reporting Changes to Students' Learning Programmes	5 February 2002
QAL/010/000	Admission of International Students	5 February 2002
QAL/011/000	Internal Audit/Inspection Procedure	18 December 2001
QAL/012/000	Cancellation of Courses and Classes Procedure	19 March 2002
QAL/013/000	Review of Charter	19 March 2000
QAL/014/000	Administration of Bids for External Funding	13 April 2000 Review March 2002
QAL/015/000	Student Visit Administration	14 October 2000
QAL/016/000	SAR Auditing & Monitoring	18 December 2001
QAL/017/000	Security of Students' Portfolios/Assignments	18 April 2008
QAL/018/000	Equal Opportunities Monitoring	13 March 2001
QAL/019/000	Tutoring	18 December 2001
QAL/020/000	Processing Applications Which Disclose Prior Convictions	23 May 2006
QAL/021/000	Key Skills Internal Verification	10 August 2004

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Reference no.	Title	Date issued/ review date
QAL/022/000	New Course Approval	25 March 2003
QAL/023/000	Managing College Records of Deceased Students	4 March 2005
QAL/024/000	Destination Data	25 June 2002
QAL/025/000	Management of sickness absence	11 July 2002
QAL/026/000	Health & Safety Procedures The above composite document is being gradually replaced by specialist separate H & S procedures:	12 December 2002
QAL/026.02/000	Accident Reporting Procedure Asbestos	6 March 2007
QAL/026.03/000	Display Screen Equipment	6 September 2005
QAL/026.08/000	Educational Visits (H&S) Procedure	6 September 2005
QAL/026.09/000	Emergency Evacuation Procedure	01 February 2008
QAL/026.10/000	First Aid	13 February 2007
QAL/026.11/000	Interactive Whiteboards	6 September 2005
QAL/026.15/000	Near Miss Reporting Procedure	6 September 2005
QAL/026.19/000	Permit to Work Procedure	6 March 2007
QAL/026.20/000	H&S Risk Assessment Procedure	01 February 2008
QAL/026.25/000	H&S for Work Based Learners and	19 September 2007
QAL/026.31/000	Learners' Work Placements	26 September 2006
QAL/027/000	Harassment Procedure	10 April 2003
QAL/028/000	Staff Development Procedure	August 2003
QAL/029/000	Child Protection Procedure	15 December 2005
QAL/030/000	Key Skills Administration Procedure	10 August 2004
QAL/031/000	Emergency Management Plan	20 October 2005
QAL/032/000	Appointment of Members to Corporation Procedure	23 October 2003
QAL/033/000	Equality and Diversity Code of Practice and Action Plan	13 December 2007
QAL/034/000	Disclosure of Student Disability During Application and Enrolment	23 May 2006

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Reference no.	Title	Date issued/ review date
QAL/035/000	Faculty & Curriculum Unit Student Disciplinary Procedure	5 July 2005
QAL/036/000	Money Laundering Procedure	13 July 2006
QAL/038/000	Staff Disciplinary Procedure	26 April 2007
QAL/039/000	Staff Grievance Procedure	21 August 2007
QAL040/000	Fraud Response Plan (restricted circulation)	14 December 2006
QAL041/000	Procurement Strategy and Action Plan 2006/07	13 December 2007
QAL042/000	Staff Retirement Procedure	14 December 2006
QAL/043/000	Awarding Body Registration & Certification Procedures	5 December 2006
QAL/044/000	Flu Pandemic Contingency Plan	14 February 2007
QAL/045/000	Disciplinary Procedure for Senior Postholders	12 July 2007

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Appendix 2 Quality Plan 2008/2009	2008				2009										
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
Student Induction Questionnaire		I6 Rt17	R7											15 Rt 16	R6
Community Learning Questionnaire			I 10	R21											
Student Mid-prog. Questionnaire (F/T & P/T)					I 26	Rt6	R2								
14-16 Questionnaires (Partnership)					I 26	Rt6	R9								
Student End-prog. Questionnaire (F/T & P/T)									16 Rt20						
Work Based Learner Questionnaires (exit)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	R15	☒	☒	☒
Parents Questionnaire										I8 Rt19	R9				
Staff Questionnaire										I8 Rt19	R9				
Employer questionnaire (by phone – QDP)									☒	☒	R25				
Course Management File Audit			A10												A9
Course & Unit Team Self-assessment	U5			U17				U3			U10		U11		
Faculty/Sector Subject Areas & Unit SARs		U3			U9			U24						U9	
College SAR		Draft LSC23	SMT4 CSP17	Corp11 LSC21										Draft LSC31	SMT CSP
Annual Review of College Policies and Procedures										Qual C'tee25					
Service Level Agreements				A1											
QIP Monitoring by Faculties/Units				☒			☒			☒					
IV Sampling period				☒			☒		☒	☒	☒				
IV Procedure audits					A19										
EV/Mod Report Monitoring	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
QIP auditing/SAR Validation						A2	RP								
Internal Inspections/Reviews		6			12		9		11	22				5	
Internal Inspection/Review Reports			CSP20				CSP9			CSP15				CSP	
Teaching & Learning Observations	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	R P				
Complaints/Accolades (CSP)	☒	☒	20	☒	☒	☒	9	☒	☒	15	☒	☒	☒	☒	☒
Equality & Diversity Monitoring Report			SMT18	Corp11											
College Charter Review (Qual. C'tee)	I						13	Gov					I		
Quality Committee meetings		2	19		19		13		7	22					
Key Skill Co-ordinators meetings	4		3		15		18		29						
NVQ Course Leaders Forum		1			29				27						
BTEC Course Leaders Forum	25				22				20						
OCN Course Leaders Forum	29								7						
Student Council		9				2			20						
Annual Quality Report to SMT										16					
SURF Quality Committee		3	21			6	27			12					

Key: I = date issued
A = Audit by Quality Committee

Rt = return date

R = Report

P = Publication of Report

☒ = in progress

CSP = Curriculum Standards & Performance Committee

U = update