

## **QUALITY POLICY**

*Ultra wants you to succeed and we are committed to helping you by improving the services that we provide.*

Our **commitment** to you is:

- i. to work continually to improve our services to meet your needs
- ii. to continue to improve the quality and range of our training programmes
- iii. to promote equal opportunities and remove unfair barriers to your training
- iv. to ensure that you may continue to learn in a safe, secure and healthy environment
- v. to ensure that we continue to provide the support that you need

We **aim**:-

- i. to make a difference in the local community by providing a professional service of training, education and guidance
- ii. to benefit employers by meeting their needs, by providing a clear information service and by asking for their views on our service
- iii. to train and develop our staff so that they may continue to improve their service to you

You can show **your commitment** by:

- i. telling us if things are going well
- ii. letting us know if you have any problems
- iii. telling us how we can improve our service by filling in questionnaires & surveys
- iv. using our Customer Complaint Form, if you wish to make a formal complaint
- v. agreeing to observe Health & Safety regulations, demonstrate good behaviour and show due regard for your colleagues and surroundings

We aim to fulfil our commitments by:

1. Meeting all contractual and statutory obligations by continual and effective adherence to:

- Contract Handbooks
- Company Development Plan
- Equal Opportunities Policy
- Health & Safety Policy
- Company Procedures
- Quality Management Systems
- Child Protection Policy

2. Involving all staff in the responsibility of promoting and improving quality at all levels by maintaining:

- a current and detailed Company Organisation Chart
- valid job descriptions & contracts

## Staff Handbook

- an effective staff appraisal programme
  - effective communications throughout company
3. Providing staffing levels and material resources necessary to fulfil contractual obligations and to meet customer requirements by:
- regularly updating the Company Development Plan
  - continuing to develop Staff Training & Development Plan
  - compliance with Health & Safety Policy
  - ensuring that Company Procedures are followed
4. Providing well designed training and delivery with realistic and suitable training plans, by:
- providing clear information, guidance and assessment about each stage of the training programmes
  - ensuring that learning plans are understood and agreed
  - continuing to provide the necessary levels of support
  - ensuring that training is effectively planned & delivered, monitored and reviewed
  - ensuring assessments are rigorous and fair
5. Ensuring that quality management is effective by:
- continual review and evaluation of Company Quality Management Systems
  - improvement of Company Procedures and Systems whenever possible
  - establishing new quality improvement measures where necessary
  - encouraging all staff to actively participate in and promote the provision of service to the highest possible standards
6. Continually seeking to improve the quality of our provision by:
- obtaining feedback on the standard of provision from both learners and employers at key stages of training and using this information to implement improvements
  - conducting internal audits of all aspects of learning programmes and the processes necessary to manage them and identifying where improvements can be made
  - undertaking an annual self-assessment process involving all stake-holders
  - developing and monitoring an annual quality improvement action plan based on self-assessment
  - monitoring the progress and achievement of all learners in order to identify trends and to benchmark our performance against regional and national standards

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