

P2 S1 C3 Development of QA Policies and procedures

Procedure and Guidance

Version 1 – Publication Date 01/01/2020 Revision Date 01/01/2022

PURPOSE AND POLICY CONSIDERATIONS

Forus Training is committed to providing specific and help and training staff in the Development of QA Policies and procedures. Enhanced regulation aims to improve standards across the sector. Staff involvement in the documentation process ensures that people feel engaged in the creation and implementation of a quality system.

As a further education centre, we offer an essential service to learners and employers. There are many and varied responsibilities, legal requirements and challenges to plan and be prepared for.

Why our policies, procedures and statements matter;

Forus Training's procedures and statements are some of the most important tools we use to convert:

- Our mission (based on evidence);
- Our agreed values; and
- The requirements of legislation and regulations

DEFINITIONS

Policy - a policy is a statement of principles, values or intent that guides decisions and actions, or (more usually) determines the decisions and actions to achieve a service's goals.

Policies help to ensure that you adopt a consistent approach – in line with the service's principles and values – throughout the service. They provide you with a basis for agreed, consistent and well-thought-through decisions.

Our policies are a series of statements which set out our position and commitments on a particular area of education and training provision. It shows that we are aware of our obligations in the area and are committing to deliver on these obligations.

Our policies:

- Align with QQI guidelines on quality assurance,
- Comply with QQI Policy and Criteria for Validation of Programmes,
- Are available to all stakeholders e.g. on our website,
- Have the understanding and backing of senior management,
- Inform learners of what they should expect from Forus Training,
- Inform staff of what is expected of them,
- Provide protection and support to provider staff in carrying out their work.

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Procedures Procedures spell out precisely what action is to be taken, in line with the relevant policy. They also outline the steps to be followed, or the way that a task is to be performed, to implement the policy.

Clear written procedures can pre-empt issues that may arise. This can help to reduce the need to make decisions under pressure or to wait for a decision to be made by management when an issue arises. This is because the basis for decisions is made clear. You will have already made decisions when the policy was being developed — in consultation with all relevant people. Clear procedures provide for consistency and allow everyone to know what is likely to happen in a given situation.

Our procedures:

- Describe a process intended to deliver all or part of a policy commitment,
- Are written to be available and understood by the people who will be operating the process or engaging with it,
- Address the practicalities of the process – actions, forms, actors, timelines, information flows, records etc,
- Are designed with the intention of delivering quality and consistency,
- Are capable of being monitored i.e. records and/or indicators will be generated which should show if the procedure is being followed and, crucially, if it is effective,
- Evolve over time as possible improvements are identified and implemented.

Statements As well as the requirements for policies and procedures, the Health and Safety Regulations require Forus Training to have a safety statement

Equality and inclusion The Employment Equality Acts 1998-2015 and Equal Status Acts 2000-2015 prohibit discrimination in employment, in the provision of goods and services, in the provision of accommodation and in provision by educational establishments on nine grounds:

- Gender,
- Marital status,
- Family status,
- Sexual orientation,
- Religion,
- Age,
- Disability,
- Race,
- Membership of the Traveller community.

Equality should be a key feature of all Forus Training policies.

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To produce a quality set of policies, procedures and statements that meet regulatory requirements and are effective in supporting quality practice, Forus Training takes a planned approach to how we develop them.

Other stakeholders can have a part to play directly or indirectly in the development of our policies. These include:

- The local community,
- Employers,
- Regulatory agencies,
- Relevant support or funding agencies.

SCOPE

This policy applies to employees, contractors, consultants, temporaries, and other workers, including all personnel affiliated with third parties and all parties should familiarise themselves with our Quality Manual that relates to this overview.

QUALITY POLICY – POLICY STATEMENT

Forus Training maintains a set of policies which meet or exceed all legislative and regulatory requirements and are fit for the purpose for which they were intended. Our policies need to make sense and direct those who are affected by them, especially staff team members (as they are responsible for implementing them) and learners.

Lisa O’Connell

Managing Director, Forus Training Limited.

COMMUNICATION PLAN

All staff are advised of this procedure and guidance at induction.

RELATED POLICIES PROCEDURES AND FORMS

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List all the related documents.

WHO MUST OBSERVE THIS POLICY

Responsibility for policies

P1 S4 C1 QA & Academic Governance Council is responsible for ensuring that appropriate policies, procedures and statements are developed and, most importantly, implemented and reviewed.

All staff are responsible for making sure that policies in their area of responsibility are:

- Up-to-date;
- Fit for purpose; and
- Meet all legislative and regulatory requirements.

Policy development and review takes time, so it is useful to break the task into manageable pieces that can be worked on by the lead person (owner/manager) in a smaller service or by the working group in a larger service and referred back to others for feedback. This will need to be well planned and managed by the lead person.

The leader or leader group should always refer back to others on the team for feedback. The process will need to be well planned.