



P2 P2 S3 C1 Quality Policy

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Author:	Managing Director	
Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC)	
Effective From:	28/02/2020	Renew Date: 28/02/2022
Reviewed:	27/09/2022	Renew Date: 27/09/2024
Version:	002	

POLICY STATEMENT

Our Quality Policy determines the process by which we ensure that the services we supply are consistent with our staff and stakeholder requirements, national training standards for in-person and blended learning modalities and applicable legislation. All employees should familiarise themselves with our fully documented Quality system and related policies and procedures that relates to this overview.

Our purpose for authoring a Quality Policy is to:

1. Ensure all our training courses and other services conform to or exceed staff and stakeholder requirements and have been documented,
2. Meet quality standards as laid out by QQI
3. Make certain that all employees and contractors are made aware of this standard, receiving any necessary training to ensure this programme is effectively operated and continually improved upon,
4. Provide our staff and stakeholders with reliability in terms of Quality, Cost and Delivery,
5. Focus the company's functions on retaining satisfied stakeholders and their business,
6. Commit to a process of continual improvement of our Quality Management System, achieving this through annual Management review and through our quality objectives,

The creation of documentation relating to the Quality Assurance system should follow the following procedure and guidance - [P2 S1 C3 Development of QA Policies and procedures - Procedure and Guidance](#) and use the template as appropriate [P2 S1 C3 Policy Template](#)

DEFINITIONS

Quality; the International Organization for Standardisation (ISO) defines quality as the "totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs."



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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.

All our training courses and other services conform to or exceed our customer's requirements which have been documented. Our quality programme is based on QQI Quality Assurance and all employees and contractors are made aware of this, receiving any necessary training to ensure programmes are effectively operated and continually improved upon.

It is our intention to provide our learners with reliability in terms of quality, cost and delivery, enabling us to retain satisfied customers and their valued business. This is the responsibility of all company functions and involves every individual employee. This policy extends to Blended Learning modes of delivery. Our online learners who attend virtual classrooms in tutorial sessions will not be disadvantaged.

We are all committed to the continual improvement of our Quality Management System. This is achieved through the annual management review and through our quality objectives will be established and achieved. A continual improvement philosophy is deployed throughout the company in compliance with QQI's Core Statutory Guidelines.

RELATED POLICIES PROCEDURES AND FORMS

[P1 S1 Forus Quality Manual](#)

REFERENCES, SUPPORTING DOCUMENTS AND RELATED LEGISLATION

1. Further Education & Training Act 2013
2. Qualification & Quality Assurance (Education & Training) Act 2012
3. GDPR 2018



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Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
	16/12/2020	Initial release	Read and Review
001	26/1/2021	This policy extends to Blended Learning courses. Our online learners will not be disadvantaged.	Included in induction Training
002	27/09/2022	Reviewed and approved	circulated to staff