

## **GATES MACBAIN ASSOCIATES LTD**

### **QUALITY ASSURANCE POLICY**

- 1) Gates MacBain Associates Ltd. take very seriously our obligations and responsibilities to provide the highest standards of teaching and learning, mentoring and support to learners and to ensure that all systems of assessment and administration are in place and fully implemented at all stages of the course/programme.
- 2) Gates MacBain Associates Ltd. will regularly review working practices to ensure that best practices are adhered to or adopted and ensure that any areas of improvement are identified. In particular, they regularly monitor the assessment of learners and course/programme delivery to ensure the highest standards are maintained. Internal verification is regularly and thoroughly completed and accurate records are maintained. All employees are qualified, experienced and trained in relation to the work being carried out and the subjects/unit areas being delivered by them.
- 3) A full induction is provided to all new employees upon joining Gates MacBain Associates Ltd. and regular refresher updating sessions held for existing employees to ensure they are familiar with the quality requirements of the company.
- 4) All employees are required to carry out CPD to ensure they are up-to-date in all the latest developments appertaining to their area of expertise.
- 5) Gates MacBain Associates are committed to:
  - a. Provide learners' with access and guidance to education and training of the highest quality.
  - b. Provide guidance and support to learners throughout their course or training.
  - c. Continuously strive to improve the quality of teaching and learning.
  - d. Enhance the learning experience for all learners.
  - e. Maximise learners achievement.
  - f. Provide a route for progression for learners.
  - g. Consult with and take note of the needs of learners.
  - h. Maximise the efficiency of all resources to provide value for money to the learner.
  - i. Evaluate company performance against accepted benchmarks.
  - j. Liaise with external companies, Professional Institutions and other providers to ensure the delivery of industry required skills.
  - k. Liaise with industry to ensure the provision of industry and learners skill requirements.
  - l. Assists external awarding bodies and Professional Institutions to improve the quality of their products.
- 6) Team and standardisation meetings are to be held on a regular basis, at least quarterly, for each course/programme and comprehensive minutes maintained.
- 7) Programme/Course Files are established and maintained as a working manual and source of information for each programme/course. This file is to be used for all documentation relating to the each programme/course.
- 8) Internal Verification takes place on all programmes/courses in accordance with Gates MacBain Associates Ltd. Internal Verification Policy.
- 9) External Verification takes place as and when requested by the Awarding Body to ensure continuous compliance of their requirements and maintenance of Centre accreditation.
- 10) This policy is to be reviewed and assessed on an annual basis.