

## **Quality and Standards Policy Statement**

London Skills and Development Network (LSDN) aims to provide a high-quality service to all its learners, staff and external clients.

### **Statement of Principles**

LSDN will provide an environment which encourages lifelong learning and which:

- supports LSDN's mission statement, vision, core standards and strategic objectives
- continually strives to improve the services offered to learners
- manages resources effectively to support learning
- treats all learners and prospective learners fairly and with respect

Quality Improvement will focus on:

- setting standards of service that learners can expect
- placing the learners and staff interaction at the heart of the quality system, directly focusing on improving the learning experience of learners
- regularly consulting users and staff in order to improve the quality of the service we provide
- making available accurate and unbiased information
- providing our users with full information about our performance

LSDN will ensure that all staff fully support student learning through:

- identifying teams and individuals that will have responsibility for maintaining and improving the quality of the learners' learning
- establishing quality management systems to ensure effective delivery and development of:
  - quality planning
  - quality control
  - quality assurance
  - quality improvement
- monitor performance against LSDN standards and indicators and so evaluate their effectiveness
- being innovative, looking to improve the education, training and other services and facilities offered

- having an annual process of review and evaluation that will produce an annual self-assessment report and quality improvement plan

LSDN will work effectively with outside agencies to:

- ensure that learning programmes are accessible, delivered to the highest quality and effectively co-ordinated
- support the self regulation of LSDN's performance in meeting standards
- provide added value services and opportunities to our learners

### **Responsibilities and Duties**

All staff have a responsibility to ensure the successful implementation of the Quality and Standards Policy.

Each LSDN manager has a particular responsibility for ensuring the implementation of any actions agreed.

Quality Groups have responsibility for monitoring quality procedures and standards across LSDN.

The LSDN Quality Coordinator has responsibility for setting and agreeing actions to ensure the Policy is implemented.

The CEO has overall responsibility for creating an ethos and environment that reflects the Policy.

The Board will approve and review the Quality and Standards policy at the start of each academic year.

## **Explanation of Key Terms**

- **Quality**

Meeting the educational needs of clients and the community effectively, efficiently and to a consistently high standard. Continuously improving to meet and seek to exceed our aims, objectives and targets.

- **Standards**

A set of rules and targets laid down by LSDN and external bodies, to control, assure, improve and maintain quality/performance.

- **Quality Management**

All activities that LSDN carries out in an effort to implement the Quality Policy. These activities include quality planning, quality control, quality assurance and quality improvement.

- **Quality Planning**

Systems and processes to plan quality targets, actions and objectives.

- **Quality Control**

Systems to direct and co-ordinate various groups and teams to maintain quality standards and objectives and enforce compliance, policies and standards.

- **Quality Assurance**

Systems to direct and co-ordinate various groups and teams to maintain quality monitoring, moderation and standardisation.

- **Quality Improvement**

Systems to assess quality performance and plan for improvement and development.

## **LSDN Procedures**

Regular reports are sent to the Strategic Management Team.

The Quality folder on the staff Drive identifies all procedures underpinning this Policy and is available to all.

## **Monitoring Arrangements**

Review of this policy and reports on the impact of this policy will be sent to the CEO and LSDN Board.

## **Relevant Policies and Procedures**

- Health and Safety
- Equality and Diversity
- Complaints Policy
- Internal Verification Policy
- Observation of Teaching, Learning and Assessment
- Staff CPD Strategy
- Self Assessment
- Quality Manual