

QUALITY POLICY

The Vocational Training Services mission is to provide high quality training and assessment to learners. This commitment is underpinned by our belief that equality of opportunity widens participation and is essential to employers and potential learners whilst recognising that the quality and value of our training delivery is dependent on the qualifications, experience and on-going professional development of our staff.

To ensure our mission is embedded into VTS services we will:

- Collect, analyse and respond to customer feedback using a variety of mechanisms, including:
 - i. Speaking/Emailing a member of VTS staff informally
 - ii. Completing surveys
 - iii. Completing feedback forms
 - iv. Leaving comments on our website
 - v. Using our complaints process
- Support VTS employees in understanding quality improvement.
- Collect, analyse and respond to employee feedback using a variety of mechanisms, including:
 - i. Appraisals
 - ii. Quarterly Performance Reviews
 - iii. Completing surveys
 - iv. Consultation groups
 - v. Speaking/Emailing a member of VTS senior management team
- Maintain a Quality Management System, which will hold all VTS policies, procedures, guidelines, plans and forms.
- Complete an annual Self Assessment process, which will utilise desktop evidence and feedback from stakeholders, customers and employees.
- Recognise best practice and evidence continual improvement through applying quality frameworks, including:
 - Common Inspection Framework
 - Every Child Matters
 - Framework for Excellence
 - Matrix Standard
 - National Skills Academy for Social Care Endorsement
 - Training Quality Standard
- Work in partnership with local authorities and other stakeholders in sharing best practice and supporting quality improvement.