

Quality Policy

Seta recognises the importance that the quality of our service has to the future of our business. It is the policy of Seta that all of our activities are carried out in accordance with our quality system, which is working towards international standard ISO9001:2015, Ofsted and Matrix principles.

The aim of our quality system is to ensure that:

- We comply with legal and statutory requirements.
- We meet our contractual requirements with funding bodies and prime contractors and evaluate the needs of interested parties
- We meet our regulatory requirements with qualification awarding organisations.
- We identify and deliver a quality service to maintain excellent relationships with our customers.
- Our learners, employers, and prime contractors.
- All work is carried out consistently to a defined standard that is measured through our quality objectives.
- We have the skills and resources to fulfil our customer requirements.
- All activities support the strategic plans of the business.
- We strive to continuously improve our systems and procedures.
- We only use services that meet our own quality standards.
- Any complaints are dealt with efficiently and within an acceptable time period.

The scope of the quality system includes the design and delivery of training services offered: apprenticeships, classroom learning and commercial short courses. All services will be defined by key learning processes (KLPs) which will be clearly defined, regularly amended and kept up-to-date.

Key learning processes will be internally quality assured by observation, feedback, verification, documentation completion, and performance data. Seta will retain documented information to demonstrate that the quality system is effective.

Quality objectives are based on the main risks to the business including: % of learners achieving their planned learning aims, % of observations graded good and outstanding, % of errors on paperwork, % customer satisfaction. Seta will take rigorous action to improve.

Top management will demonstrate full commitment through annual self-assessment. Top management will support the use of the key learning processes and ensure the quality system is accessible to all staff and achieves the intended results of the business.

Following annual self-assessment, an improvement plan will be developed to address weaknesses, satisfactory points and strengths. Regularly monitoring the improvement plan will maintain strengths whilst improving the provision in a planned way.

An audit timetable is in place to monitor the implementation of the quality system. This will also include a review of the procedures to ensure these meet the requirements of learners, staff and employers as well as external bodies.

This quality policy statement has been authorised by top management and will be reviewed at regular intervals.