**QUALITY POLICY REVIEW RECORD**

The development history of our documentation is recorded to demonstrate that we have reviewed and updated our quality Policy. We will review our documents ourselves, in conjunction with our Consultants, periodically, but no less than once per year. We will communicate any changes to the staff affected and implement any new arrangements or requirements.

**Quality Policy first issue date: 24/08/2019**

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| --- | --- | --- | --- |
| **Date of Policy Review** | **Brief Description of Changes** | **Signed for the Organisation** | **Consultant Witness Signature** |
| August 2020 | - Annual Review rev 1.1 | steve signatureSteve Hembury | Kevin Bennett |
| January 2021 | - The inclusion of CE/UKNI resources section within policy rev 1.2 | steve signatureSteve Hembury | Kevin Bennett |
| June 2022 | Annual Review | steve signatureSteve Hembury | Kevin Bennett |
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**Quality Policy Statement**

Eyton Solutions Ltd has developed a quality system for continuous process improvement and the avoidance rather than detection of problems. It is our aim to supply quality training and services, in order to do this, we intend:

* To establish strong relationships with both customers and accredited bodies who contribute to improving the quality of what is purchased.
* To monitor quality and to identify problems.
* To develop and build a quality system based upon employee involvement and the maintenance of the quality policy.
* To provide employees with the support needed to supply quality training and services to all customers.
* To properly communicate the company mission and objective statement to all employees.
* To give individual responsibilities and accountability for the quality system to employees.
* To establish an environment that supports the production and delivery of high-quality training and services.
* To increase the company’s standing in industry by way of improved quality and productivity.
* The company will periodically review its Quality Policy to ensure it reflects both business and customer requirements.



Steve Hembury

Managing Director

20/06/2022

**Quality Assurance Overview**

Eyton Solutions Ltd is committed to ensuring that the systems, policies and procedures in place for the design, delivery and award of qualifications are continually monitored and reviewed.

The combination of Eyton Solutions Ltd quality assurance arrangements makes sure all individuals involved in the delivery and assessment of its qualifications can be confident of their continued quality and suitability. In this way, we promote public confidence, maintain the national standards and protect the interests of Learners.

We require Eyton Solutions trainer staff to read and understand our key policies and procedures and to abide by their contents. Eyton Solutions trainer staff are responsible for keeping up to date with any information and guidance issued through bodies such as but not limited to IOSH, any communications regarding changes in policies, systems or procedures.

Note:

- Throughout this document “Trainers” refers to all Eyton Solutions Ltd employees or Sub-contractor trainers responsible for training and/or assessing Learners.

- “Accredited bodies” refers to awarding bodies associated with the certification process such as but not limited to CITB, IOSH, Highfield etc.

**Eyton Solutions Ltd Quality Assurance Processes**

Eyton Solutions Ltd requirements for quality assurance are designed to make sure that over time all Trainers, qualifications, units, assessments including the premises are quality assured. In this way all individuals involved in the delivery, assessment and award of Eyton Solutions Ltd qualifications and other accredited bodies can be assured of their consistency, validity and reliability.

Eyton Solutions Ltd is responsible for making sure that adequate quality assurance is carried out in line with this document and the specific quality assurance guidance developed for each qualification suite it makes available.

Eyton Solutions Ltd has created a training matrix detailing the trainer’s level of trained knowledge with the minimum level of Tech IOSH and above CPD records kept to demonstrate levels of experience in teaching of safety associated topics.

All Eyton Solutions Ltd internal quality assurance activity must be recorded and be made available for review on request by any accreditation organisation or other authoritative governing body/quality assurers such as but not limited to the HSE.

Steve Hembury CMIOSH will be the Internal Quality Assurer (IQA) for Eyton Solutions to ensure that all levels of training given by the Eyton Solutions trainers is of the highest quality standard.

**Monitoring**

Eyton Solutions Ltd will meet on a bi-monthly role as a team to gather feedback on current training issues as well as look at the plan ahead. At this meeting the predominant issues or good feedback will be raised with the team for continual improvement.

Steve Hembury CMIOSH will conduct one to one scheduled meeting on a quarterly basis, which will consist of planning ahead and current CPD demonstration through the online IOSH portal which is expected to be up to date. Records of current and latest CPD records will be placed on the Eyton Solutions Cloud based record system.

Feedback forms will be handed in a hard copy format at the end of each course delivery for those attending to fill out. These forms will then be collated by the administration team and their significant findings placed into a list for the next bi-monthly meeting. Any complaints made by the delegates will follow the details within the complaints procedure written within the complaints policy.

**Delegate Levels**

Eyton Solutions Ltd need a minimum and maximum delegate requirement for each qualification course they deliver for delegates to get the most out of the course they have enrolled on. This will often be driven by an accredited body;

|  |  |  |
| --- | --- | --- |
| SSSTS & Refresher | 4-20 Delegates | CITB |
| SMSTS & Refresher | 4-20 Delegates | CITB |
| Manual Handling | 3-12 Delegates | Highfields |
| Fire Warden | 3-12 Delegates | Highfields |
| Fire Management/ Premises controller | 3-12 Delegates | Eyton Solutions |
| Abrasive Wheels | 3-12 Delegates | Eyton Solutions |
| Small Plant & Power Tools | 3-20 Delegates | Eyton Solutions |
| Vehicle Warden | 3-12 Delegates | Eyton Solutions |
| IOSH Leading Safely | 3-20 Delegates | IOSH |
| IOSH Managing Safely | 3-20 Delegates | IOSH |

**Resources**

Eyton Solutions Ltd must make sure sufficient resources are available to ensure objective and impartial quality assurance at all times. This will include but not necessarily be limited to;

* Course material (paper of various colours, pens etc.)
* Trainer (Suitably qualified trainer to deliver the training)
* Welfare facilities (suitable area for breaks, fresh running drinking water and heating facilities)
* Suitable teaching area (Classroom)

Steve Hembury (Managing Director) of Eyton Solutions Ltd is responsible for ensuring this is in place for all the delegates and trainers.

**Supply of resources (CE/UKNI Marking)**

Eyton Solutions Ltd commits to ensuring that we resource any and all of our products from responsible suppliers using our approved supplier register.

Eyton Solutions will ensure that any but not limited to Personal Protective Equipment (PPE), teaching equipment, tools used within our operations have reached an appropriate trading standard for CE/UKNI marking from a reputable supplier.

Only PPE recorded as issued by the company and equipment recorded on a company approved register may be used by our staff.

**Qualifications, Knowledge and Experience**

Trainer’s must be suitably competent, experienced and qualified to quality assure specific qualifications. This will often be driven by a relevant accredited body. Those not listed below should refer to the requirements of the relevant accredited body;

|  |  |  |
| --- | --- | --- |
| Fire Management/Premises Controller | Qualification at Level 4 in Fire Safety | GIFireE |
| Abrasive Wheels | Train the Trainer qualification | TIOSH & above |
| Small Plant & Power Tools | Train the Trainer qualification | TIOSH & above |
| Vehicle Warden | Train the Trainer qualification | TIOSH & above |

**Roles and Responsibilities**

Steve Hembury CMIOSH (Managing Director) must undertake specific quality assurance activities:

* Desk based reviews
* Trainer observations
* Action plans (where required)
* Records

Overall Steve Hembury CMIOSH should:

* Review qualification delivery and assessment practices, providing guidance and support to support trainers as required
* Ensure quality and consistency of qualification delivery, assessment and administration across all trainer’s and qualifications
* Maintain adequate records of quality assurance activity
* Review the quality of Eyton Solutions premises and equipment and make appropriate rectifications where applicable
* Follow up on the progress/resolution of action plans

**Desk Based Reviews**

Desk based reviews provide the opportunity to sample and evaluate the quality and reliability of documentation completed during the delivery and assessment of a qualification. Steve Hembury CMIOSH will confirm the quality of record keeping, the authenticity of Learner evidence and accuracy and consistency across assessment decisions.

Sampling will take place by Steve Hembury CMIOSH. For trainers conducting a course/subject for the first time, 10% of their evidence documentation will be submitted to Steve Hembury CMIOSH for review. If deemed satisfactory by Steve Hembury CMIOSH on initial assessment, then sampling from that trainer relating to that subject for the first annual year will be required during the first 6 months. After the 1st year, this will fall to 10% of their evidence documentation per annual year throughout the trainers employment.

**Unsatisfactory Sampling**; At any point of the sampling process irrespective of teaching experience, if Steve Hembury CMIOSH determines that the quality and reliability of documentation has fallen below the company quality standard during the sampling process, then 100% of that course material will be requested for full review. From the results of the full review, the necessary additional training, observations and action plan will be created and implemented for that trainer.

**Trainer Observations**

During a Trainer observation Steve Hembury CMIOSH will witness qualification delivery first-hand in order to verify the quality of teaching and the validity of assessment methods. Observing qualification and assessment delivery allows Steve Hembury CMIOSH to produce evidence that confirms that Learners are meeting all of the learning outcomes for a qualification and that Learner results accurately reflect their ability.

**Action Plans**

Steve Hembury CMIOSH is responsible for providing trainer’s with feedback on the results of their quality assurance activities across qualifications and qualification suites.

Steve Hembury CMIOSH will decide whether Trainers require further support and/or training. If so, he will develop an action plan that outlines the issue raised and the detail of any recommendations, outlining the issue raised and recommendations for remedial action taking into account timescales.

**Records**

Steve Hembury CMIOSH will regularly review (with samples kept for records) course documentation and delivery across all of the following:

* Qualifications
* Units
* Assessments
* In addition to reviewing:
* Trainer qualifications/CPD
* Venues
* Equipment

**Record Keeping**

Eyton Solutions Ltd will retain records for a minimum of 6 years. Records must be made available to accredited bodies on request. This includes:

* Course documentation including Learner Registers, learner evidence (e.g. Answer Papers), records of assessment decisions and feedback forms
* Internal quality assurance documentation including Desk based review forms, Trainer observation forms and details of any action plans.
* Records of reasonable adjustments/special considerations and any supporting evidence
* Records of appeals, enquires and complaints