



Middlesbrough College's strategic aim is 'to be the leading provider of Education and Training which improves educational outcomes, employment prospects and lifetime opportunities for our students'.

## Background

The Quality Policy is formalised and documented in the **business management system (BMS)** contained in this Manual. There are no areas of the BSEN ISO9001:2015 standard that we consider not applicable. The Policy will be made available to interested parties, as appropriate.

It is our policy to cover the services and products commensurate with customer and partner contracts, funding criteria applicable, awarding organisation requirements and learners needs to ensure that we deliver to customer's satisfaction and to ensure that each learner can achieve to their utmost ability. We will always ensure that we comply with statutory, regulatory and industry requirements and that our internal operational processes are suitable for this purpose and meet the desired requirements, needs and expectations.

This statement sets out our scope,

*Middlesbrough College Group (including NS and TTE) is committed to providing an outstanding education to all students. We offer a wide range of courses from entry level to level 7, including A Levels, Access to Higher Education, Apprenticeships, Vocational Training, Higher Education and commercial training across the Tees Valley and North of England region.*

***TTE and NS are wholly owned subsidiaries of Middlesbrough College delivering a wide range of apprenticeship training, and complementary UK and International commercial provision. Services are delivered for young people and upskilling and reskilling for the mature workforce, to develop and assure competence across the UK and Internationally.***

*As an organisation we are committed to ensuring our students achieve their chosen qualification to the best of their ability and receive a high-quality service and education whilst studying at Middlesbrough College Group. The College also aims to ensure a high-quality service to its staff and external clients and partners.*

## Quality Commitment

We review our systems; processes and delivery to ensure that we comply with requirements, that continual measures are implemented to improve effectiveness, that competence is maintained, planning takes place and necessary actions input.

We aim to meet our customer's needs, expectations and hence provide customer satisfaction. We set key performance indicators (KPIs) each year through our strategic plan and our review cycle. We work towards achievement of these through our continued commitment to recognition to BSEN ISO9001. They are effectively communicated throughout the workforce.

KPIs will consider risk management and business contingency which will also be included within our Strategic Plan. The strategic direction is reviewed and then used as an input for this quality policy, to reduce risk and to set objectives. We have organised our departments and personnel to provide an efficient business management system that all can depend upon, be confident with and therefore expect from us. We are committed to satisfying applicable requirements and for the continual improvement of the management system.

*To achieve the highest quality in everything we do – the Middlesbrough College Group (including TTE and NS) will be integral with everything we do and w*

- **Conform to the BS EN ISO 9001:2015 standard, continually improving the effectiveness of the BMS and comply with all known requirements;**
- **Promote a culture of continuous improvement throughout the business to achieve the best outcomes for the business, the Learner and employers;**
- **Foster a greater sense of ownership and commitment amongst all staff by involving everyone in the organisation, setting a framework for objectives they can work to assist with achieving;**
- **Maintain and develop the competence of staff;**
- **Incorporate systematic processes for self-assessment, development planning, monitoring and reviewing and the sharing of best practices;**
- **Evaluate progress by collating and analysing data, identifying key messages and prioritising actions. Improvement targets are set and the implementations of new practices are properly managed. A continuing suitability review is completed at least annually.**

**The College Management Team will:**

1. Set high expectations and challenging but achievable targets which continuously improve the service offered to all students and employers.
2. Manage resources effectively to support student outcomes.
3. Set standards of code and conduct and behaviours for staff and students.
4. Regularly consult with learners, staff and other stakeholders to improve the quality of service.
5. Establish an effective Teaching and Learning strategy which supports teaching staff and assessors.
6. Create a 'one team' culture which supports our core purpose.

**The quality objectives for all staff are to:**

1. Provide outstanding information, advice and guidance to allow the student to make an informed choice about their current and future qualification routes and employment.
2. Create a stimulating environment where students receive outstanding teaching, based on evidence base practice, which is both stretching and challenging.
3. Create engaging classroom activities which takes into consideration all levels of student abilities.
4. Implement the student behaviour and discipline procedure.
5. Help develop skills and behaviours linked to employability, including facilitating meaningful work placement and enrichment.
6. Provide all students with timely and effective feedback in relation to performance, behaviour and marked work which helps them improve.
7. Set academic targets and aspirational grades for students, which are to be regularly reviewed throughout the academic year.
8. Signpost learners to appropriate agencies or support across the college and make reasonable adjustments.

9. Apply timely interventions should the student's performance not meet the College requirements.
10. Create a safe and secure environment for learning and ensure that students are made aware about Prevent and Safeguarding (including apprenticeship placements).
11. Adhere to Awarding Body requirements.
12. Provide comprehensive support services to achieve the above.

Middlesbrough College Quality, Achievement and Standards Team will support staff, Managers and Governors to achieve the quality objectives by:

1. Establishing a system where performance can be regularly monitored against the Colleges strategic priorities and key performance measures.
2. Carrying out rigorous health checks and audits, providing advice on how the College services can be further improved.
3. Making available accurate, concise, and objective performance data and information.
4. Establishing and maintaining an effective system where under-performing courses are swiftly identified in-year with corrective and/or preventative actions implemented by the Curriculum Delivery Teams.
5. Monitoring subcontractor performance on a regular basis and provide improvement actions, as necessary.
6. Implementing an annual Self-Assessment (SAR) and Quality Improvement Plan (QulP) process.
7. Maintaining up to date policies and procedures to deliver the commitments of the Quality Policy.
8. Formulating an Annual Quality Cycle which sets out key dates for monitoring and measuring progress against quality improvement plans.
9. Review stakeholder voice information – identifying areas for improvement.
10. Analyse student destinations and monitor resulting action plans.

## KPI Monitoring

KPIs, are set annually and are reviewed to a set cycle to determine progress together with actions required should there be deviation to or from them.

All employees are encouraged to participate in the improvement to and maintenance of the systems in place and to assist with achievement of the KPI's. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directives set by it and the competence expected.

## Quality Management

The quality systems are provided to meet the requirements of **BSEN ISO 9001** and may be modified to suit other National / International Standards, Codes of Practice, awarding organisation requirements, partner college contractual requirements, regulator / inspectorate requirement and customer and learner needs. They will in no way however negate the minimum requirements.

We will review the Quality Policy and the quality management system as necessary to ensure continuing suitability. Frequency of review will be at least annually.

Vice Principal Quality and Performance and authorised deputies have the authority and the responsibility to establish and maintain the **business management system**. They have the freedom to recognise any quality problems relating to service, process and systems and to initiate, recommend or provide solutions to these problems.

The management system laid down in this manual has our full support and all staff are aware of its' existence and must adhere to its' directive. It is shared and communicated to employers, learners and wider stakeholders.

## Business Review Agenda

- KPIs
- QIP
- Developments

## Curriculum Review Agenda

- quality of education.
- behaviour and attitudes.
- personal development.
- leadership and management.

Zoe Lewis  
Principal  
August 2023



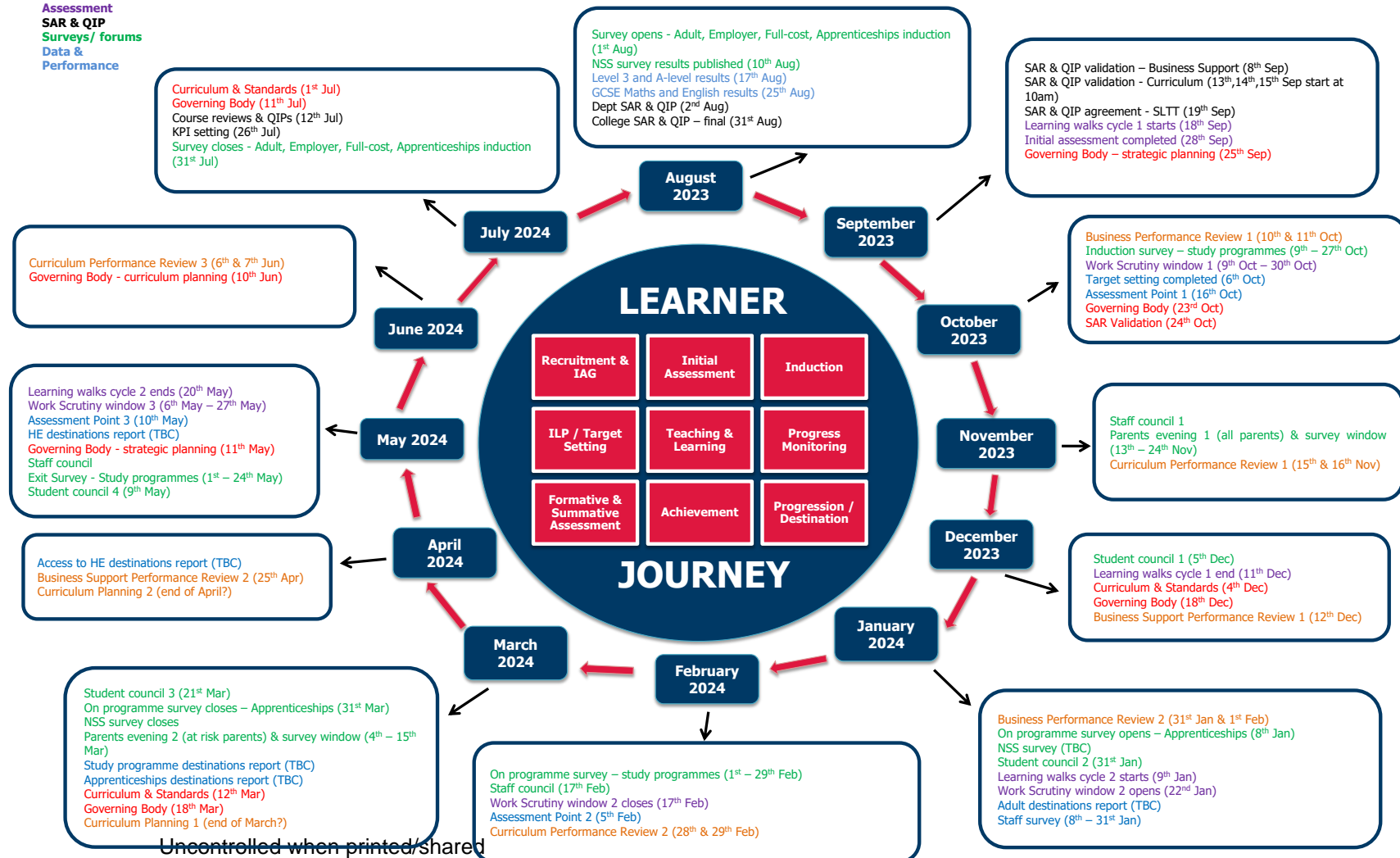
# Quality Policy

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## Middlesbrough College Quality & Performance Cycle 2023-24



**Key**  
Governors  
Performance Review  
Teaching, Learning & Assessment  
SAR & QIP  
Surveys/ forums  
Data & Performance



Uncontrolled when printed/shared