

Last updated: August 2024

Next review: August 2025

NLTG Vision: To be widely acclaimed as an outstanding provider of highly responsive, top quality vocational education and training, raising aspirations, and building brighter futures for our learners and the communities we serve.

NLTG Mission: To engage learners and employers in vocational education and training ensuring learners achieve their goals, employers receive return on investment and a positive impact on industry and the wider community.

Aim: To provide a high-quality stakeholder experience commensurate with their needs and expectations. Whilst maximum effort is directed towards providing a high level of service, we are committed to ensuring that any issues that do arise are resolved in a timely and professional manner.

Stakeholder Definition: NLTG Board of Directors, our staff, Apprentices, learners, employers, Group Member companies, partner organisations, sub-contractors, Department for Education (DfE) and subsidiary Government departments, i.e. Ofsted.

Overall business objectives to achieve this aim:

- Continue to ensure all internal arrangements and practices are suitable and effective
- Continue to seek and act upon stakeholder feedback to ensure we meet their needs and expectations and ensuring we continue with our ethos of continuous improvement across all aspects of our business
- Continue to operate a co-ordinated and documented quality system integral to our strategic and business needs conforming to external quality certification e.g. ISO9001:2015, Investors In People and the Matrix Standard, and conforming to DfE (directly and/or via subcontracted provision) and Awarding Organisation requirements.
- Continue with our journey towards being judged Outstanding via Ofsted Inspection against their Education Inspection Framework 2019.
- Continued high expectations from and to all our stakeholders including Continuous Professional Development of our staff ensuring they maintain current and up to date skills to develop and support Apprentices and learners
- Continue with our proactive culture of risk-based thinking to help identify and maximise business opportunities.
- Provide a high quality of education experience (including frequent monitoring of apprentice and learner progress, outcomes, progression, and destinations) through defined curriculum Intent, Implementation, and Impact measurement.

Our 3-year strategic plan, Annual Self-Assessment report and supporting business improvement plans will define how the above objectives will be achieved.

Quality Policy objectives (in supporting the 3-Year Strategic Plan) for 2024/25 will be:

*To retain all essential external accreditation via relevant external bodies.

To complete the full implementation of our data directory to support continued development on quality, efficiencies and compliance.

To further establish and develop effective systems for monitoring and intervening as required for our NLTG Accountability Strategy.

To further develop quality assurance activities to include aspects of ISO 9001, Matrix, targeted stakeholder feedback, and funding compliance.

To provide impactful support for managers and tutors in making improvement in the quality of their delivery and stakeholder experience.

To further develop the structure in stakeholder engagement with an increased focus on stakeholder influenced/informed curriculum.

These will form our key priorities within the Quality Team Business Improvement Plan

*As detailed in our 2024/25 objectives above, ISO 9001, Matrix and Investors in People remain suitable and effective for our business needs. Our business plans will define how the above objectives will be achieved.

NLTG commitments

We will maintain our time served low risk approach to new initiatives / developments e.g. maintain steady and controlled continuation of delivery in aspects of provision in which we have a proven track record.

We will ensure any potential new areas for business development or any externally mandated changes that potentially increases business risk will be thoroughly evaluated via through planning, implementation, monitoring and reviewing processes as defined in NL0637.

We will ensure individualised programmes of learning are designed for every learner following thorough initial assessment activities (including recognition of any prior learning) to ensure their needs and aspirations, and where applicable those of their employer, are met.

We will provide learning opportunities and provide unbiased and impartial careers education, information, advice and guidance to all apprentices and learners throughout their learning journey in order that they can maximise their potential and effectively prepare them for their next steps.

We will periodically review and update business improvement plans with action taken as necessary.

The scope and context of our management system including the interaction of key processes (DQS 3) which influence quality are defined within our documented quality system alongside other documented policies and procedures. These are readily available to staff (via intranet) and to external quality visiting representatives from assessment / Inspection organisations.

We ensure this policy is understood, implemented, and maintained at all levels within the company and that adherence to the ISO 9001:2015 is a condition of NLTG employment.

The responsibilities and authority for specific activities are defined within individuals' job descriptions in conjunction with NLTG's Organisation Chart (DQS 6a).

This policy and its achievement of its objectives will be reported and review at the Annual Business Review meeting.

Overall responsibility for quality management is vested in myself.

I delegate the day-to-day executive management operation to the Operations Director and operation of the quality system to the Quality Manager. Both have organisational freedom to intervene on quality related matters.

A copy of this policy is available via NLTG website



Signed: _____

Position: NLTG Managing Director

Date: 1st August 2024