

# NCAL Limited

## Continuous improvement policy

### General policy statement

NCAL Limited aims to provide an outstanding service to its apprentices, customers and other stakeholders. We have put in place a range of continuous improvement initiatives that have a number of key objectives:

- to evaluate the quality of our training practice
- to analyse and evaluate the outcomes that our apprentices achieve
- to set a standard of work that provides all apprentices with an excellent experience
- to ensure that our provision is consistently delivered well
- to identify and address any shortfalls in the service we provide to our learners
- to celebrate and share our good practice
- to continuously improve our apprentices' experiences
- to ensure that all apprentices have equal access to our learning opportunities

### Implementation of policy

We shall achieve the objectives of our continuous improvement policy by:

- by listening carefully to what our apprentices and employers think of the experience they receive through formal and informal feedback opportunities, including questionnaires, learner forums, interviews and our complaints procedure
- through regular teaching and learning observations aimed at helping our trainers and coaches continuously improve their skills and knowledge
- through regular visits to, and discussions with, employers to monitor the quality of the apprentice's learning experience
- by effective curriculum and resource management
- by setting and communicating clear standards for our staff to meet in terms of policies, operating procedures, and appropriate targets
- by closely monitoring apprentices' progress against planned targets
- by encouraging staff to become end point assessors and to share their experiences to enhance the way we prepare our own apprentices for end point assessment
- by internal audit of our systems and procedures to identify non-compliance and areas of improvement
- by regular appraisal of staff performance at all levels within the organisation
- by supporting staff to improve their skills and knowledge through their continuous professional development
- by encouraging staff to propose ideas aimed at continuous improvement
- by creating a safe and welcoming environment for staff to give constructive feedback to managers and leaders
- by setting and monitoring key performance indicators including those for improving retention and achievement
- by controlling the development of all learning materials and establishing standardised best practice in this respect
- by operating well-planned and effectively managed internal verification practices
- by giving staff frequent opportunities to consider quality, equality, improvement and to share best practice through structured meetings
- by embracing and acting upon external opinion such as that received from awarding bodies, the Education and Skills Funding Agency and Ofsted
- by benchmarking our performance through analysis of inspection reports published by Ofsted and by visiting other learning institutions from time to time
- by coordinating the results of our quality assurance arrangements through our regular staff and management meetings



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- by the publication of an annual self-assessment report that evaluates the quality of our service against the rigours of the Common Inspection Framework
- by preparing and implementing development plans to address our weaknesses and build on our strengths, so that our service continues to improve

### **Responsibility for this policy**

The Managing Director has overall responsibility of this policy. It is also the personal responsibility of each member of the NCAL team to ensure the initial assessment process is fully followed when working with apprentices.

### **Review of this policy**

The effectiveness and validity of this policy will be reviewed in December 2019 and revised as appropriate. In any event, this policy will expire 31<sup>st</sup> December 2019 and will be reissued 1<sup>st</sup> January 2020.