

QUALITY ASSURANCE

POLICY DOCUMENT



Introduction

The purpose of this Quality Assurance Policy is to ensure that Empower Training Group delivers high-quality training services that meet or exceed the expectations of our participants, stakeholders, and industry standards. This policy outlines our commitment to continuous improvement and the mechanisms we have in place to uphold quality.

Scope

This policy applies to all training programs, courses, and services offered by Empower Training Group, including curriculum development, instructor performance, participant support, and overall service delivery.

Objectives

To provide training programs that meet industry standards and regulatory requirements.

To continuously evaluate and improve the quality of our training services based on participant feedback and performance metrics.

To ensure all staff members are adequately trained, supported, and engaged in the quality assurance process.

Quality Assurance Framework

Quality Standards

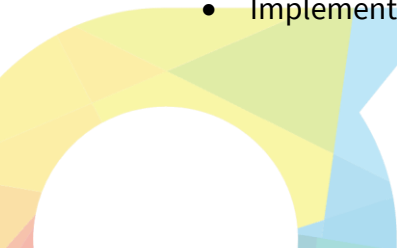
We adhere to the following quality standards:

- **Compliance with Regulatory Requirements:** All training programs will comply with relevant laws, regulations, and industry standards.
- **Alignment with Learning Outcomes:** Courses will be designed to meet defined learning outcomes and participant needs.
- **Best Practices in Instruction:** Instructors will use recognized teaching methodologies and practices to enhance participant engagement and learning.

Quality Assurance Committee

A Quality Assurance Committee (QAC) will be established to oversee the implementation of this policy. The committee will consist of members from various departments, including training, administration, and customer service.

Responsibilities of the QAC include:

- Regularly reviewing and updating the Quality Assurance Policy.
 - Conducting internal audits of training programs and services.
 - Analysing participant feedback and performance metrics.
 - Implementing corrective actions as necessary.
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Training Program Development

Curriculum Design

All training programs will undergo a structured curriculum development process, including:

- Needs Assessment: Conducting surveys, focus groups, and industry research to identify participant needs and industry trends.
- Learning Objectives: Defining clear, measurable learning objectives that align with participant and industry expectations.
- Content Development: Creating engaging, relevant, and up-to-date course materials that reflect best practices and current knowledge.

Review and Approval

All new training programs and significant revisions to existing programs will be reviewed and approved by the QAC before implementation.

Instructors will also provide input during the review process to ensure that the course design is practical and feasible for delivery.

Instructor Quality Assurance

Instructor Qualifications

All instructors must possess relevant qualifications, certifications, and industry experience to effectively deliver the training programs.

Ongoing professional development is encouraged and supported to enhance instructors' skills and knowledge.

Performance Evaluation

Instructors will be evaluated regularly through:

- Participant Feedback: Collecting feedback from participants regarding instructor performance, course delivery, and engagement.
- Peer Observations: Conducting peer observations to assess instructional methods and adherence to best practices.
- Self-Assessment: Instructors will complete self-assessments to reflect on their teaching practices and identify areas for improvement.

Training and Development

The company will provide opportunities for instructors to attend workshops, conferences, and training sessions to stay current with industry trends and teaching methodologies.



Participant Feedback and Evaluation

Feedback Mechanisms

Participants will be encouraged to provide feedback through:

- **Course Evaluations:** Anonymous evaluations will be conducted at the end of each course to assess overall satisfaction, course content, delivery, and instructor performance.
- **Surveys:** Periodic surveys will be conducted to gather feedback on participant needs and preferences.

Feedback Analysis

The QAC will analyse feedback on a regular basis to identify trends, strengths, and areas for improvement.

Results will be compiled into a report and shared with relevant stakeholders for action.

Action Plans

Based on participant feedback, the QAC will develop and implement action plans to address identified issues or areas for improvement. Progress will be monitored, and outcomes will be reported back to participants when appropriate.

Monitoring and Continuous Improvement

Performance Metrics

Key performance indicators (KPIs) will be established to measure the effectiveness of training programs, and the quality of services provided. These may include:

- Participant satisfaction scores
- Completion rates
- Post-training assessment scores
- Feedback on instructor performance

Internal Audits

The QAC will conduct regular internal audits of training programs to ensure compliance with quality standards and to identify opportunities for improvement.

Audit findings will be documented, and corrective actions will be implemented as necessary.

Continuous Improvement Cycle

We commit to a continuous improvement cycle that includes planning, implementation, evaluation, and review. This cycle will ensure that our training services evolve in response to participant needs and industry changes.



Documentation and Record Keeping

Documentation

All quality assurance processes, including curriculum development, instructor evaluations, participant feedback, and audit findings, will be documented and maintained for a minimum of 5 years.

Documentation will be easily accessible for review and analysis by the QAC and relevant stakeholders.

Confidentiality

All participant feedback and personal data will be handled in accordance with our Data Protection Policy, ensuring confidentiality and compliance with relevant data protection laws.

Policy Review

This Quality Assurance Policy will be reviewed every 3 years to ensure its relevance and effectiveness. Any changes or updates will be communicated to all staff members.

Commitment to Quality

Empower Training Group is dedicated to providing high-quality training services that empower participants to achieve their goals. This Quality Assurance Policy is an integral part of our commitment to excellence and continuous improvement.

Responsible Person:

HR Manager

Date of Approval:

01 August 2024

Approved By:

Chief Executive Officer

Review Date:

Three Years

