

## QUALITY SYSTEM POLICY

### PURPOSE OF THE POLICY

To set out the approach of Solace to ensuring that quality systems are in place to enable Solace's learning programme to continuously improve.

### RELATED POLICIES AND PROCEDURES:

- Staff Learning and Development Policy
- Equality and Diversity Policy
- Complaints Procedure

### POLICY STATEMENT

Solace is committed to actively learning from running courses through learner and tutor evaluations as well as external verifier's quality reports.

### INTRODUCTION

Solace recognises that Quality Audit systems offered by the accrediting organisation are built on an ethos of support and trust.

All learners and relevant staff will be provided with information relating to any NOCN Quality Intervention process that may involve them.

### INTERNAL QUALITY REVIEWER REPORTS

Solace will conduct learner and tutor evaluations of every course and act on information suggesting how improvements can be made wherever possible.

### EXTERNAL QUALITY REVIEWER REPORTS

Solace has a commitment to working positively and openly with any appointed NOCN Quality Reviewer. Solace will provide NOCN with access to all relevant information contacts and facilitate access to learners as required in line with our confidentiality policy.

On receiving a Quality related report from NOCN, the Solace Chief Executive will meet with the internal verifier and course tutors to discuss the report. Within one month of receiving the report the Chief Executive will provide a written response with action points that show how issues will be addressed.

Last review date: May 2024

Next review date: May 2026