

QUALITY ASSURANCE POLICY, STRATEGY AND OPERATING PRINCIPLES

Chichester College is committed to providing high quality education and training. Our commitment is not only to satisfy the needs of our clients but to strive constantly to exceed their expectations of us. We see continuous quality improvement as key to fulfilling that commitment.

Operating Principles

For this philosophy to be effective we believe certain principles are essential:

- regularly reviewing and defining the quality characteristics determining our provision and services in the context of the needs of students, employers, parents, staff and other clients/stakeholders
- to identify and continuously raise the standards for delivery of all our provision and services
- implementing a comprehensive Quality Assurance system which addresses the need to identify our achievement and improve still further our standards of delivery
- continuously reviewing and evaluating our activities
- identifying opportunities for improvement and achieving this in the context of an overall plan

Quality Standards

Our standards of service are identified in our College Charter and our achievement is measured against these and the criteria listed in the OFSTED / ALI Common Inspection Framework. Evaluation of our performance will be summarised in our annual self-assessment report.

By providing quality education and training we hope to achieve the aims and objectives identified in our strategic plan and contribute to the achievement of Government / LSC targets.

Quality Practice

Our quality strategy is centred on the needs of the user. The standards of service we seek to achieve are identified in our Charter. Our client's views and opinions on the service received are used by the College teams to identify, set objectives and achieve improvements in the quality of our service.

At this College we have developed a systematic approach to Quality Assurance incorporating procedures to monitor, evaluate and review performance. (These procedures are identified in this manual).

The key features of our approach to quality improvement are that it is:

- customer centred
- team based
- consistent throughout the organisation.

The system of Quality Assurance has been developed to identify and quantify the quality of service being developed and provide the structure and mechanism by which improvement can be identified and achieved.

The key elements of the system are:

- course review and evaluation: every course team will carry out a process of reviewing and evaluating the course for which it is responsible, culminating in an annual report which will include an action plan and targets for improvement
- development of quality standards for all areas of the College's activities, with the key standards being contained within the Student Charter, which will be reviewed each year
- the production of a Quality Reports at Programme Area level which feeds into the strategic and operational planning cycle
- a common process of internal verification for all course provision within the guidelines laid down in the College internal verification policy
- Teaching Quality Evaluation Scheme, which lays down the framework for the observation of teaching and learning
- internal validation of new courses
- eliciting client feedback, including complaints, through an integrated, formalised and systematic process, and the incorporation of this feedback into the evaluation of the College's provision for the purpose of identification of action for improvement
- production of an annual self assessment report

Staff Role

Individual members of staff have a key role in making the system work.

To be successful in achieving the objective of continuous improvement all staff need to contribute to the identification of improvement opportunities, to ensure that customers' needs inform all decision making.

Reviewed August 2004