

There is a Welsh version of this document available.

CAVC Group Quality and Enhancement Policy

Commitment

Within this policy, the term "Group", refers to all providers within the Cardiff and Vale College Group.

This policy is underpinned by the Group's vision – Inspirational, Inclusive and Influential, and will support our work towards the key drivers of Quality, Efficiency and Growth. The policy will incorporate the following principles:

- Those who access Cardiff and Vale College Group must be **free from discrimination**.
- Learners will be supported to **enable** them to achieve their **potential** whilst in learning, in an environment which removes or minimises disadvantage, takes steps to meet their needs and which encourages participation.
- We will support learners to develop the skills they need to **progress** successfully through their lives.

Scope and Purpose of Policy

The Group are committed to providing the highest quality education and training to the local, regional and national communities of learners and employers. It is the intent of the Group that all learners will be given the opportunity to realise their full potential, enabling them to achieve the highest standards in their programmes of learning. Key to fulfilling our intent is our commitment to continuous improvement, and to our Quality Assurance (QA) and enhancement processes.

This policy applies to:

- All learners within the Group, regardless of mode or location of study.
- All staff within the Group.
- All partners and franchise organisations.
- Visitors to the Group.

Policy Statements

It is Group policy that we will:

- Ensure that all staff within the Group are aware of their joint responsibility for improving and enhancing the quality of provision, through the development of a culture which is self-reflective, honest and transparent.

- Improve the quality of the learner experience through establishing and maintaining quality systems designed to enable rigorous and regular review, and continuous improvement in the quality of our delivery offer (to include teaching, learning and assessment practices).
- Provide mechanisms for learners, employers and other key stakeholders to express their views on our services, have their feedback considered, and to be involved in decision making within the Group.
- Set, monitor and develop appropriate and realistic targets for all areas of activity and all teams within the Group, benchmarked where possible.
- Be responsive and accountable to our many stakeholders, including our learners, the local community and government agencies.
- Establish and maintain Quality Assurance systems and other procedures that enable the Group to evaluate and identify our strengths, key areas for development, and respond to improvement needs effectively.
- Ensure that staff are able to respond effectively to the challenges of self-evaluation targets and continuous improvement by investing in developing the skills of staff through Continuous Professional Development opportunities.
- Ensure that processes are in place to share good practice of all aspects of our work, internally and externally (where available), celebrating success and maximising opportunities for quality enhancement.

We will ensure that learners on all levels and types of provision are clearly signposted to any external organisation or body which oversees provision, standards, expectations or redress such as an awarding body, the QAA or the Office for Independent Adjudicators for HE (this list is not exhaustive).

Responsibilities

The Governing Body will be responsible for ensuring that:

- The Policy is reviewed on a regular basis (as per the policy terms of review) and appropriate advice is given on content. The Main Board approves the policy.

The Group Senior Management Teams are responsible for ensuring that:

- Arrangements in relation to Quality improvements and enhancements are effective across the Group.
- The development of effective governance arrangements across the Group, to ensure that outcomes in relation to this Policy and its associated procedures are appropriately actioned to support improvements in provision.

Senior Quality Staff are responsible for:

- The successful implementation, monitoring and impact of this policy.
- Ensuring that each respective provider has appropriate Quality Assurance and enhancement procedures and cycles in place to support this policy.
- Effective monitoring and reporting of all activity relating to QA activities.

All Staff across the Group will:

- Act in line with this Policy and associated procedures including those from awarding bodies, the QAA or higher education institutions.
- Attend relevant CPD events.
- Inform learners and visitors of the policy and associated procedures and support them to access any help.

All learners across the Group will:

- Attend induction and tutorial sessions to ensure they are aware of the policy and the issues it raises.
- Behave in a way that supports the Policy, including raising any concerns with teaching or support staff.
- Provide feedback via learner voice when requested.

Equality and Diversity Statement

In accordance with Group procedures, this Policy was written with consideration of the impact of individuals as per the Equality Act.

Welsh Language Standards

This policy provides opportunities for persons to use either the Welsh or English language. The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language ie making it easier for people to use in their day-to-day life.

References

All other policies, procedures and documents within each respective provider of the Group are relevant to the implementation of the Quality Policy.

QAA guidance related to academic standards
Higher Education Institution partner academic standards guidance

Communication and Storage

This policy is published on the company intranet.
This policy will be communicated and stored by each organisation via their internal communication and policy management channels.

Approval, Change and Review

This policy is reviewed every 2 years.

Date approved:	7 July 2020
Approved by:	Main Board
Next Review date:	July 2024

Responsible Manager:	Assistant Principal Quality, T&L
Executive Lead:	Vice Principal Quality & Learner Journey
Accessible to Students: :	Yes