



Quality Policy

East Birmingham Community Forum (EBCF)

Version: **v5.0**

Date Issued: **January 2026**

Review Date: **January 2027**

Document Control

Policy Owner: Human Resources

Approved By: Head of Quality

Contents

1. Introduction	3
2. Scope	3
3. Purpose	3
4. Implementation	4
5. Reporting	6
6. Review Process	6
7. Record of Policy Changes / Amendments	6

1. Introduction

This policy relates to all the educational, training, and associated services provided by EBCF.

The Quality Policy supports the Organisation's mission by using the principles of Total Quality and Continuous Improvement, to assure stakeholders that their expectations of the services being provided by the organisation will be consistently fulfilled.

Total Quality is an approach to the Organisation's operations which focuses on a commitment throughout the organisation to identify and meet or exceed the needs and expectations of all stakeholders; and on the commitment of everyone in the organisation to continually improve the quality of the services they provide.

2. Scope

This policy applies to all stakeholders including staff, learners, employers, parent/carers, clients, partners, and awarding organisations. We are committed to providing a fair and transparent appeals service.

3. Purpose

EBCF is committed to a policy of continuous improvement of standards and performance.

This will be achieved through the pursuit of eight key strategic priorities.

- i. Providing access to high quality education and training for all.
- ii. Provide outstanding vocational learning that engages and inspires.
- iii. Prepare our learners for social and economic success.
- iv. Developing high quality provision to meet the needs of industry and our learners.
- v. Develop a reputation for exceptional standards.
- vi. Operate as an efficient and sustainable business.
- vii. Achieve excellence in training, consultancy services, and business operations.

Quality Policy viii. Design our courses and services to place us at the leading edge of industrial and

economic development across the West Midlands.

4. Implementation

To provide the framework for implementing the quality policy, EBCF employs the following quality assurance and improvement mechanisms:

- 4.1 Quality Management System (QMS)** – the QMS underpins the Organisations activities with associated policies, procedures, and documentation, accessible to all staff via the staff shared area.
- 4.2 Director of Education and Skills**– the role of the Director of Education and Skills is to work closely with all departments to ensure that all areas of the business are striving for continuous improvement. This will be done through regular reviews of TLA, policies, and overall performance. The Director of Education and Skills reports directly to the Managing Director, making certain strategic aims drive the entire quality improvement process.
- 4.3 Self-Assessment** – the culture of self-evaluation is well established and effective. Self assessment takes place at all levels of provision. Information from curriculum and operational self-assessment reports (SARs) are used to inform the overall organisational SAR and Quality Improvement Action Plan (QIP). A thorough validation process by a panel which includes external consultants and senior managers takes place and best practice benchmarking is used to compare performance against that of other colleges/training providers. The Organisational SAR is sent to Ofsted and contributes to their desk-top monitoring processes.
- 4.4 Target setting** – headline and contributory targets for improvement are set by the Directors of the Organisation. These targets are monitored regularly and used to inform curriculum and business performance reviews.
- 4.5 CPD & Standardisation** – is carried out regularly and in line with both CPD and Standardisation schedules. The Operational Director and Centre Coordinator develop and carry out CPD and standardisation meetings/days based on feedback driven from the SAR, QIP and any other review of practice.
- 4.6 Curriculum Performance Reviews** – are carried out each term with Operational Managers to ensure highly effective scrutiny of course performance. This well-established process of course

performance review enables rapid intervention when concerns are raised about learners' retention, progress, achievement, or support needs.

4.7 Business Performance Reviews – are carried out with managers monthly to critically evaluate in-year performance data against key performance indicators aligned to the strategic priorities of the organisation. The Director's chair the meetings, which highlights the importance that the organisation places on them.

4.8 Learning Area Reviews – take place annually. Managers, Tutors, and key staff observe teaching and learning practices and scrutinise the wider evidence base of teaching, learning and assessment e.g. learner progress, assessed work and individual learning plans. External specialist consultants participate in a high proportion of paired observations of teaching and learning. This gives confidence in the judgements awarded.

4.9 Stakeholder Satisfaction Feedback – a wide range of strategies are used to engage all stakeholders in the review and evaluation of our services. Surveys, questionnaires, and focus group feedback provide valuable information to course and departmental managers to assist quality improvement.

4.10 Internal Quality Assurance (IQA) of Assessment – IQA processes are informed by policies and procedures that are reviewed annually in line with awarding organisation requirements. Quality assurance of assessment, IQA practices, and associated documentation takes place by scrutiny of course coordination files.

4.11 Internal Audit Process – organisational procedures are subject to internal audit in order to measure the effectiveness of the process, the compliance of staff, and to identify changes that may be necessary to ensure continual improvement

4.12 **Information Advice & Guidance** – IAG Quality is regularly monitored through the organisational IAG structured (identified on IAG Org Chart). The Matrix Quality Standard for IAG currently provides structure and focus to the continuous quality improvement of IAG services at EBCF.

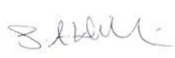

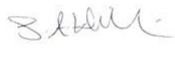
5. Reporting

All quality and KPI achievement are recorded via weekly operational, and monthly strategic management reporting. Senior managers provide rigour and challenge to performance in pursuit of continuous improvement in organisational performance.

6. Review Process

This policy will be reviewed on a regular basis, and as and when incidents or new legislation requires it. It will be reviewed on an annual basis as a minimum

7. Record of Policy Changes / Amendments

Version	Description of Change	Author	Date	Approved by
1.0	Version 1.0	S.Carragher	July 2024	S.Johnson
2.0	Version 2.0	S.Khan / Z. Sharif	May 2023	
3.0	Version 3.0	S.Khan / Z. Sharif	May 2024	
4.0	Version 4.0 Added new role: Director of Education and Skills	S.Khan / J.Hall	January 2025	
5.0	Version 5.0	S.Khan (HR)	January 2026	S.Etheridge (Head of Quality)