

Quality Assurance Policy for Midlands Tai Chi Rehab

1. Introduction

At Midlands Tai Chi Rehab (MTCR) we are committed to delivering the highest standards of training. This Quality Assurance Policy outlines our dedication to ensuring that all our training programs are consistently delivered at a high standard, meet regulatory and industry requirements, and fulfil the needs and expectations of our learners, clients, and stakeholders.

2. Policy Statement

We provide high-quality training services that equip learners with the relevant skills, knowledge and qualifications. We continually improve our training through systematic monitoring and evaluation.

3. Objectives

The objectives of this Quality Assurance Policy are to:

- Ensure that all training programs meet or exceed the standards required by relevant accrediting bodies and industry regulations.
- Continuously improve the quality of training through regular feedback, evaluation, and updates.
- Maintain a learner-centred approach, ensuring that the needs and expectations of our learners are met.
- Foster a culture of excellence and continuous improvement within our organization.

4. Scope

This policy applies to all aspects of the training provided by MTCR, including course design, delivery, assessment, learner support, and certification.

5. Responsibilities

- **Management:** Ensure that quality assurance processes are implemented effectively across all training programs. Oversee the regular review and update of training materials and methods.
- **Trainers and Assessors:** Deliver training and assessments following established standards, ensure fairness and consistency, and participate in ongoing professional development.
- **Learners:** Engage fully with the training programs, provide feedback, and adhere to the standards and expectations set out by MTCR.

The Business Owner is accountable for this policy and will appoint a suitably competent person to coordinate quality assurance activities. Responsibilities include maintaining quality records, monitoring agreed performance measures, reporting findings, assigning improvement actions and confirming that actions have been completed.

6. Quality Assurance Processes

6.1 Course Design and Development

- All courses will be designed in alignment with current industry standards and best practices.
- Learning outcomes will be clearly defined and measurable.
- Course materials will be regularly reviewed and updated to ensure relevance and accuracy.

6.2 Trainer and Assessor Competence

- Trainers and assessors will possess relevant qualifications and industry experience.

6.3 Assessment and Feedback

- Assessments will be fair, transparent, and consistent.
- Learners will receive timely, constructive feedback to support their learning and development.
- Internal and, where applicable, external verification processes will be in place to ensure the integrity of assessments.
- All methods of assessment will be made clear to the learners.

6.4 Learner Support

- A range of learner support services will be provided to ensure that all learners have the opportunity to succeed.
- Support will be tailored to individual needs, including additional assistance for learners with disabilities or learning difficulties.
- An open and responsive communication channel will be maintained for learners to raise concerns or seek guidance.

Complaints and assessment appeals will be handled promptly, impartially and in accordance with the relevant MTCR procedures. Learners will be informed of how to raise a concern or appeal a decision. Outcomes, response times and recurring themes will be recorded, monitored and used to inform corrective action and continuous improvement.

6.5 Monitoring and Evaluation

- Regular evaluations of training programs will be conducted to assess their effectiveness and relevance.
- Feedback from learners, trainers, and other stakeholders will be systematically collected and analysed to inform improvements.
- Key performance indicators (KPIs) such as learner satisfaction, completion rates, and assessment outcomes will be monitored to measure quality.

MTCR will maintain accurate and secure records of course approvals, trainer and assessor competence, assessments, internal and external verification, learner feedback, complaints, appeals, quality reviews and improvement actions. Records will be retained, accessed and disposed of in accordance with applicable legal, regulatory, awarding-body and organisational requirements.

6.6 Continuous Improvement

- Improvement plans will be developed and implemented based on evaluation findings and feedback.
- Innovations in training delivery, including the use of new technologies and methodologies, will be explored and integrated where appropriate.
- A culture of continuous improvement will be promoted among all staff, encouraging proactive contributions to quality enhancement.

Where monitoring, verification, feedback or complaints identify a weakness, MTCR will record the issue, assess its significance, identify the root cause and assign a corrective action with an owner and target date. Completion and effectiveness will be checked and documented, and unresolved or recurring issues will be escalated to the Business Owner.

7. Communication and Review

- This policy will be communicated to all staff, learners, and stakeholders, as required, to ensure understanding and adherence.
- The Quality Assurance Policy will be reviewed every five years, or more frequently if necessary, to ensure it remains relevant and effective.
- Any changes to the policy will be communicated to all relevant parties promptly.

This policy will be approved by the Business Owner. In addition to the five-year review, an earlier review will be undertaken following a significant regulatory or awarding-body change, a serious complaint, an adverse quality finding, a material change to course delivery or assessment, or evidence that the policy is no longer effective. Each review and approval will be recorded in the document-control record.

8. Contact Information

For any questions or concerns regarding this Quality Assurance Policy, please contact:

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This Quality Assurance Policy supports our commitment to high-quality training by ensuring that learners receive consistent education, assessment and support.