Bill Rogerson Safety Services Ltd

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QUALITY POLICY

Our Mission

We will meet or exceed our learners' expectations by continuously improving and updating the skills and resources needed for demand driven Education, Training and Development.

Goals and Vision

Help our learners achieve their full potential through quality education, training and recognition of prior learning

Work in partnership with our learners and clients to enhance their respect and loyalty

Maintain beneficial supplier partnerships to ensure that our needs and expectations for training products and services are met.

Maintain a participatory work ethic, rely on the innate excellence of our staff and provide a training culture in which they excel.

Maintain a passion for continuous improvement and continuously improve processes and training related services.

Quality Management System

General requirements

The Quality Management System (QMS) is that part of our overall business system which implements our Quality Policy, establishes procedures for providing training which meet or exceed learner expectations, and satisfies external quality system requirements. The QMS includes the policies, procedures, organisational structure, requirements and responsibilities for achieving our quality policy. The foundation for our QMS is found in our company's stated values, beliefs and culture.

This Quality Manual and its associated procedures establish and document the means by which we implement, maintain and continually improve our QMS. It also identifies the criteria and methods required to ensure effective operation and control of the system, and identify the measurement, monitoring, analysis, information, and actions necessary to achieve planned results and continuous improvement.

Management responsibility

Senior Management provides evidence of its commitment to the development and improvement of the quality management system through both words and actions. We ensure that our Mission, Quality Policy, Values, Beliefs and Organisational Culture are understood, implemented, and maintained at all levels of the organisation through documented training, regular communication, verbal reinforcement and rewards.

Learner focus

Our Mission Statement and Quality Policy articulate our commitment to our learners. Learner expectations must be determined, understood, converted into requirements, and have processes designed to exceed them in order to fulfil this Mission and Quality Policy, on a daily basis. Staying close to our learners is our primary method of determining and understanding their requirements and expectations, and we accomplish this objective through a multitude of channels. These communications and interactions ultimately yield clear, explicit requirements and expectations. The QMS ensures that these requirements are fulfilled with the aim of exceeding learner expectations.

Quality Policy

Our Quality Policy specifies the Degree of Excellence as "all activities of the organisation will be carried out in a systematic manner in accordance with defined and documented Policies and Procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs of Learners, Staff and Stakeholders are met.

We realize that Quality is the responsibility of all personnel, and therefore will promote a Quality Culture within the organisation by means of sharing information, including personnel in decision making and delegating specific Quality Management functions, e.g. Quality System maintenance, to suitably skilled and competent persons.

Where deficiencies are found, related to the operation of the QMS, corrective and preventative action will be taken to ensure continual improvement of policies and procedures. The Quality system has the full commitment of Management.

Quality management system planning

Our QMS identifies and plans for the resources needed to ensure that our quality objectives are met. This includes the identification and planning of QMS processes, the resources needed to ensure its successful implementation, and objectives for continuous improvement. Any changes to the system are conducted in a controlled manner so that the integrity of the QMS is continually maintained.

Compliance reference

The Information Bill Rogerson Safety Services Ltd submits to the construction training directory must accurately describes the training being offered, allowing employers and delegates to make informed decisions on the content of the training course

All delegates must undergo initial assessment to accurately identify course suitability and, where any special requirements or reasonable adjustments are required, records must be kept and any identified needs recorded.

Bill Rogerson Safety Services Ltd must ensure the Awarding Body equal opportunities and reasonable adjustments policy and Rules are followed, where possible, to provide fair access

The delegate's initial assessment results and records of any adjustments made must be recorded

All delegates must undertake a suitable and sufficient induction for the training being provided and accurate records kept.

The Training, assessment and delivery must be undertaken in English and records kept of

Initial assessment records, Induction records and Internal QA monitoring records of delivery

Delegates must be made aware of Bill Rogerson Safety Services Ltd appeals and complaints procedure and access given without the need for a request

Records must be kept of

- Complaints and appeals procedures
- Candidate induction records
- Feedback from employers and candidates
- Records of appeals and complaints

In line with our Quality Management Systems all facets of Bill Rogerson Safety Services operations need to be auditable and these include the following

- Trainers Qualifications and CPD
- Safe Systems of Work
- Security of Examination Papers
- Updating of Training Resources
- Trainer delivery observations
- Invigilation of Examinations
- Induction Records
- Communication meetings etc

Bill Rogerson Safety Services Ltd Quality management systems must be clearly documented and cover all aspects of our processes

Monitoring of the QMS systems should cover:

- administration (CTR and CTD use)
- staff requirements
- induction and initial assessment
- training delivery
- certification
- learner and employer experience

Bill Rogerson Safety Services Ltd must have suitably qualified staff to carry out quality monitoring activities as stated in the Scheme Rules

Records of quality monitoring must be maintained in line with agreed QMS requirements and auditing, and are available for review

The following Quality monitoring records should be available: ☐ quality policy ☐ audit plans and schedules

- audit reports and actions
- observations of delivery
- delegate interviews

Quality monitoring activities must ensure that Scheme Rules are consistently followed by the delivery team

The Records of training must demonstrate full completion of course requirements

- Records of training delivery
- Quality monitoring records

Bill Rogerson Safety Services Ltd Quality monitoring systems and processes must be regularly reviewed, with improvements made, where needed. Any actions from the Awarding Body quality interventions must have been actioned and used to update internal processes to avoid repetition or reoccurrence

- Evidence of review and updates of quality systems available
- Evidence of closure of agreed quality interventions available
- Quality management systems are clearly documented and cover all aspects of the providers' processes

The QMS systems should monitor:

- administration (CTR and CTD use)
- staff requirements
- induction and initial assessment
- training delivery
- certification
- learner and employer experience

Bill Rogerson Safety Services Ltd will review equality and diversity data and other related statistical data (achievement), making changes, if required, to overcome any identified barriers or possible discrimination

Records must be kept of evidence of data collection, review and relevant changes, for example:

- data review
- meeting minutes
- procedure changes

Bill Rogerson Safety Services will collect and record delegate feedback This will be regularly reviewed and used to improve the quality of delivery

Records of evidence of:

- delegate feedback
- record of changes made
- action taken as a result of feedback

Bill Rogerson Safety Services Ltd will have a process that ensures Delegates are made aware of the requirement to provide photographic identification on the first day of the course

Records of evidence of;

- Process and procedure
- Pre-course information and joining instructions
- Staff training records
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Bill Rogerson Safety Services Ltd trainer shall capture evidence of the photographic identification and must include as a minimum; ID Description; Last 4 numbers of the identification or photo copy of Identification should there be no identification numbers.

Record of evidence of;

- Photographic Identification Log

Responsibility, authority and communication

The following have the key responsibilities and authority for maintaining the integrity of our Quality Management System:

Managing Director –

Senior Management is responsible for Strategic Planning and Quality Improvement Process Planning, the development of our Quality Policy, Vision, and Values & Beliefs, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, Senior Management is responsible for conducting quality system reviews on an annual basis.

Managers –

Is responsible for the execution of the Strategic Plan, budgeting, and implementation of the quality management system and policies are the responsibility of Managers throughout the organisation. This explicitly includes responsibility for implementation of our Quality Policy and ensuring adherence to our Values and Beliefs throughout the organisation units for which they are responsible.

Employee Responsibility –

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and quality system. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective/Preventive Action Program.

Internal communication

We ensure communication regarding QMS processes and their effectiveness between all levels of our organisation through documented training and regular formal and informal communication methods.

QMS Review Committee and Brief

The Managing Director, Managers and staff will constitute the QMS Review Committee. This committee will conduct an annual QMS review to ensure the continuing suitability, adequacy, and effectiveness of the organization. At this review, a number of Quality Management System components are reassessed to ensure that they remain current and applicable with business trends and market shifts. These include the Mission Statement and Quality Policy, Values and Beliefs, annual quality objectives, and the need for changes to the QMS.

The QMS review also includes a review of current performance and opportunities for improvement related to follow-up actions from earlier reviews, customer feedback, the internal audit program, the corrective/preventive action program, the preventive maintenance program, process performance and product conformance data, and other changes that could affect the QMS.

Provision of resources

Appropriate resources, including trained employees, are identified and provided throughout the documented quality system. These include the resources needed to ensure implementation and improvement of the QMS, conduct audits/due diligence, and address customer satisfaction. We believe that our employees are our most valuable assets. In line with our Values and Beliefs, we will do our best to help them achieve their full potential through continuous education and training.

We determine employee training, awareness, and competency needs through a variety of methods. All employees are evaluated and qualified on the basis of documented or demonstrated competencies. Qualification records for all employees are maintained.

We develop and provide training that balances organisational competency needs with the development and career needs of our employees. When a procedure is updated and implemented, those employees responsible for that specific process are trained prior to deployment of the new or changed process or procedure. We maintain records for all training received.

We evaluate the effectiveness of the training through immediate feedback and longer-term evaluation through the employee performance review process. We ensure that our employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives. We have identified and will manage the human & physical factors needed to achieve success learning and exceed learner expectations. A suitable working environment is maintained to ensure product quality.

Measurement, analysis and improvement

Learners are the reason we exist. They drive our quality policy "to meet or exceed learner expectations." We collect, monitor, and evaluate information on learner and stakeholder satisfaction in order to determine how well we are performing against this critical objective. Our objective is to be particularly responsive to dissatisfaction or complaints. Anyone receiving a complaint has the responsibility for documenting the complaint in accordance with procedures. In addition, the person receiving the complaint will try to solve the problem immediately. If that individual cannot resolve the problem, then the problem will be transferred to an appropriate employee for resolution.

Internal audits are critical to the success of our Quality Management System. They help to determine the effectiveness of the system, as well as to identify opportunities for improvement. If the system is effective internal audits can aid in identifying additional

opportunities for improvement. If the system is not effective, internal audits will help determine the scope, nature and source of the problem as well as possible corrective actions needed to achieve effectiveness. The results of these audits form an integral part of the continual improvement process.

The most comprehensive tool for determining the effectiveness of our QMS and identifying opportunities for improvement is our annual assessment against the Accredited Training Requirements. On an annual basis, we will perform a self-assessment. We will use the results of the assessment to identify current strengths and weaknesses, and to identify opportunities for continuous improvement.

Continual improvement

We plan and manage the processes necessary for the continual improvement of the QMS through the establishment of objectives, the planning of the process, the provision of resources and information needed to carry out the process, the monitoring of related measures needed to assess process effectiveness and efficiency, and the identification/implementation of actions needed to achieve desired results.

Signed

W Rogerson

W Rogerson CMIOSH, LPD, AMaPS, ACIEH, OSHCR, Cert Ed

Date: December 1ˢᵗ 2022