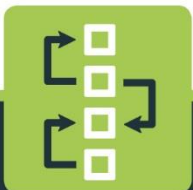


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For the future you want

QUALITY MANAGEMENT POLICY



Quality and Improvement

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1. INTRODUCTION

The College believes that students are central to the achievement of its mission, and will endeavour to identify their needs and seek feedback on services received. The aim of this policy is to establish systems for ensuring the quality of the College provision in meeting the needs of its students, internal and external stakeholders and the wider community.

2. SCOPE

This policy applies to all the educational, training and associated services provided by the College.

A single quality management system is in place to meet both internal and external requirements.

3. KEY PRINCIPLES

- I. Student, employer and staff satisfaction will be regularly monitored via surveys. The outcomes will be reviewed, evaluated and subsequent action taken to bring about improvements. Feedback and actions will be triangulated through meetings with appropriate stakeholders.
- II. Student representation will ensure the students' voice is an important part of the College quality improvement processes.
- III. iTrent will be used to enable staff to identify their achievements. Areas for additional Career-Long Professional Learning (CLPL) will be prioritised against the College's strategic and operational objectives.
- IV. Students will have access to personal and learning support and guidance upon entry to the College, during their programme of study and when planning their progression and/or departure from the College.

- V. Performance indicators (PIs) are reported to the Senior Management team and the Board of Management. Targets (PIs) will be reviewed on a regular basis throughout the academic session and be underpinned by quality enhancement plans, in order to bring about regular improvements. These will be shared across the College.
- VI. Support systems and services within the College will be reviewed within the self-evaluation cycle, to ensure they operate effectively and efficiently in underpinning the work of the College.
- VII. A comprehensive College framework will be established which will incorporate the quality criteria used by Education Scotland, the Scottish Funding Council and the awarding organisations used by the College, in order to validate qualifications.
- VIII. The College will operate in compliance with Edinburgh College strategies, policies and procedures which are available to all staff via the Staff Intranet. This will be managed by the Director of Communications, Policy and Research..
- IX. Through the College's strategic plan, criteria will be established which allow quality standards to be defined and measured. These will be supported by the implementation of annual operational plans, where annual target PIs are set for each faculty or function, as appropriate.
- X. Results and assessment grades will be validated. The results will be used within the College's Performance Review system to facilitate improvements. Results will be reported to the Senior Management team and the Board of Management. The Capability Process will apply where competence is not sufficient, despite support being given.
- XI. Quarterly Performance Reviews and four-monthly Operational Planning Reviews will detail the process for removing, replacing and/or adding courses to the College portfolio. All areas of provision will be closely monitored by the Vice

Principal Education and Skills, with support from the Assistant Principal Quality and Improvement. Courses will be BRAG (Blue, Red, Amber, Green) rated in accordance with their performance against target PIs. Provision that fails to show significant and consistent improvement may need to be closed.

- XII. Self-evaluation reports based on evidence which identifies strengths, and areas for improvement, with consequent quality improvement plans, will be implemented by subject area and cross-College departments. These reports/improvement plans will provide information to inform reporting requirements for Education Scotland and the Scottish Funding Council.
- XIII. Education Scotland and the Scottish Funding Council reports will have clear links to the College Risk Register, CLPL, Operational and Strategic Plans. All will be presented to the Board of Management and reported at four-month intervals to the Learning, Teaching and Student Experience Council, along with College Satisfaction Surveys and their results.
- XIV. Sharing of good practice at Learning and Teaching, Quality Enhancement and Edinburgh College Research and Improvement events will be a key feature of the quality assurance and improvement system.

4. LINES OF RESPONSIBILITY / PEOPLE

- I. The Principal and Senior Management team have the overall responsibility for assuring high standards throughout the College and ensuring all staff recognise their role and responsibilities in achieving these.
- II. The Vice Principal Innovation, Planning and Performance has specific responsibility for overseeing quality improvement and will be supported by the Assistant Principal Quality and Improvement in this endeavour.

- III. Student, employer and staff satisfaction will be regularly monitored via surveys and consultation. The outcomes will be reviewed, evaluated and subsequent action taken to bring about improvements. Feedback and actions will be triangulated through meetings with appropriate stakeholders.
- IV. Student representation will ensure the students' voice is an important part of the College's quality improvement processes. Edinburgh College Students' Association (ECSA) will be key partners in ensuring that student representation is robust and influences the College quality improvement agenda.
- V. iTrent will be used to enable staff to identify their achievements. Areas for additional Career-Long Professional Learning will be prioritised against the College's strategic and operational objectives, the Professional Standards for Lecturers in Scotland's Colleges and General Teaching Council for Scotland requirements.

5. SPECIFIC POLICIES / RELATED DOCUMENTS

- [3Cs College Policy](#) (Compliments, Cause for Consideration and Complaints)
- [Edinburgh College Equality, Diversity and Inclusion Policy](#)

6. DIRECTLY RELATED LEGISLATION

There is no directly relevant legislation associated with this policy.