

CITY OF WOLVERHAMPTON COLLEGE

QUALITY STRATEGY

At the heart of the College's Quality Strategy is the desire to provide the highest standards of service to meet the needs of all our customers, learners, employers, suppliers and stakeholders. This approach is informed by the need to put learning, teaching and support at the centre of our corporate concerns within an equal opportunity and inclusive learning culture.

To achieve this we are committed to a process of continuous improvement in all our activities. Central to this approach is a wide range of processes embodied in the planning, implementation and self-assessment cycle. Underpinning this process is the setting of quantifiable targets and standards to enable objective evaluation of performance to be made by utilising sector averages and benchmarks.

The principles which underpin the Quality Strategy are:

- The College will share a culture of a learner centred service and a high expectation for learners by creating stretching targets and emphasising the importance of achievement and application.
- The College expects all staff to be responsible for providing a high standard of professional service and ensure delivery of quality provision.
- The College will aim, through effective self-assessment, to be a questioning, successful and an improving provider of education and training.
- The College will define and measure its performance against targets and benchmarks.
- In support of its mission the College will strive for excellence in all aspects of its work including LLSC Provider Reviews, OFSTED/ALI Inspections and QAA Reviews.
- The College will use its quality assurance tools and framework to define and identify good practice, establish standards and targets, rigorously promote assessment of performance and identify action for improvement.
- The College will ensure timely and reliable management information data is used for monitoring and improving quality.
- The College is committed to investment and reform to raise standards, increase learner participation rates, and improve success rates for learners and outcomes for employers.

The Quality Strategy has the full commitment of the Governors and Senior Management Team and a commitment to involving and supporting all staff in the continuous improvement process.

In implementing the Quality Strategy we aim to:

- Meet the needs of our learners and other users by capturing the learner voice and by responding flexibly and efficiently to the needs of local employers.
- Commit ourselves to developing a culture of continuous improvement through embracing initiatives such as the Framework for Excellence and the Training Quality Standard.
- Make clear the purpose, direction and vision of the college through the Mission Statement and Strategic Aims.
- Embed targets, standards and performance indicators in College Objectives.

- Implement an annual review of performance by the completion of self-assessment reports at all levels of the college.
- Publicise a clear statement of standards for our external customers in the College Charter and service standards for our internal customers.
- Make available corporate systems and procedures for key processes to assure and improve the quality of provision.
- Involve all staff in quality assurance and improvement activities.
- Invest in and support staff to undertake those activities to meet organisational and professional needs.
- Consult with staff, learners and stakeholders on the priorities of the college.
- Publicise the achievements of the college through newsletters, displays, promotional materials and the Annual Learner Report.

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| Approved by: | SMT |
| Date: | 13 January 2009 |
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| Forwarded to Standards Committee 26 January 2009 |
| Approved by Board of Governors 2 March 2009 |