



Quality Policy & Procedure

Integer is committed to maintaining and improving the quality of its training provision through the processes of quality assurance and continuous improvement. We implement quality through our activities in each of the following key phases:

1. Effective recruitment of learners
2. Effective assessment of learner needs
3. Meeting and exceeding employer needs
4. Ensuring quality assurance of teaching and assessment practices
5. Monitoring progress
6. Positively promoting health & safety, equality & diversity and embedding safeguarding policies and practices into our provision
7. Collecting and analysing data, including stake-holder feedback
8. Identifying areas for improvement through the process of self-assessment
9. Providing quality information, advice and guidance throughout

and we do this by working in accordance with standards, guidelines and recommendations from governing bodies, including;

- Education & Skills Funding Agency
- Funding Partners & Colleges of Further Education
- Ofsted
- Awarding Bodies
- Working Partners and Agencies such as National Careers Service and Job Centre Plus
- National Industry Standards & Sector Skills Councils

Implementation

1. The training provision we offer is valid and relevant to our strategic planning, our strengths and expertise and the skills needs identified by our employer network and advisory services; sales and marketing literature is targeted, and pre course information, advice, and guidance is thorough, enabling learners to make considered decisions from the outset.
2. Initial assessment is used to identify a realistic starting point and individual learning plans are developed that incorporate appropriate training plans and support in order to achieve the learning goal/s; Initial and diagnostic assessment tools are relevant and appropriate for our programmes.
3. Individual learning plans are created via one-to-one interviews with learners and incorporate information such as prior attainment, education and experience, support and programme adaptations in order to provide learners with the best possible chance of achievement and success of the learning goal/s.
4. A 'working in partnership' culture is encouraged in respect of employer led provision; achieved through regular meetings and communications; and by incorporating industry specialists into training programme where possible.
5. Teaching and assessment quality is underpinned by a series of processes:
 - The recruitment of appropriately qualified and occupationally competent staff
 - The approval of the teaching team in respect of DBS, Equality & Diversity, Code of Conduct and Charter for Learner policies compliancy; meeting required standards of awarding bodies and meeting internal quality standards

- English & Maths, and Personal Health & Wellbeing is embedded into teaching practices
 - An appropriate programme of mentoring for new staff or existing staff with new roles and responsibilities is developed.
 - Performance measures; collecting data and maintaining robust management information systems that enable continual monitoring of hard & soft outcomes, acting on complaints and concerns.
 - Quality improvement; through lesson observation and monitoring, reporting and feedback, annual appraisal, CPD and continual review.
6. Integer engages a designated account manager for each learner cohort/project to enable continual monitoring and management; as well as providing a point of contact for all stakeholders involved in the project.
 7. The development of a series of Policies and Procedures that meet the standards required by national governing bodies and ensures that provision is valid, current, legal, appropriate, safe, responsible and inclusive, including the positive promotion of themes such as health & safety, equality & diversity, safeguarding and the Government's Prevent strategy.
 8. Integer uses a variety of methods to collect data including paper, online, verbal – all of which is fed into the Learner Management System (Onefile) from which analysis reports are generated for the purpose of monitoring, management and improving performance.
 9. The self-assessment process is driven by a series of procedures and practices:
 - Regular senior management team meetings identify strategic priorities in line with internal and external supply, demand, and initiatives, with appropriate governance input.
 - Analysis of data in respect of retention, achievement, success, learner satisfaction, employer satisfaction and the use of data to identify trends,
 - Department heads self-assess their area/s and create, develop, and review policies and practices in line with strategic plans – feeding into the self-assessment process,
 - Inspection results from funding partners and awarding bodies,
 - Teaching staff contribution through evaluation and feedback, surveys, minuted meetings and general communication,
 - Stake-holder contribution through evaluation and feedback, surveys, minuted meetings and general communication,
 - Learner contribution through evaluation and feedback, surveys, and general communication,
 - The Quality Manager & SMT continually reviews and updates the Self-Assessment Report and Quality Improvement Plan with data collected as above and submits an updated report to the ESFA in January each year,
 - Regular Senior management team meetings to continually address the content of the Quality Improvement Plan.

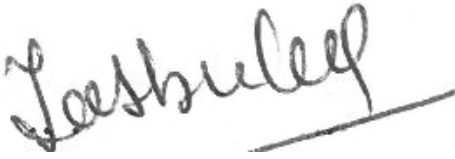
Related Policies and Procedures

Other policies, procedures, and documents relevant to the implementation of the Quality policy and procedure include:

- Code of Professional Practice
- Complaints Policy & Appeals Policy
- Continuing Professional Development Policy
- Information, Advice & Guidance Policy
- Internal Quality Assurance Policy & Procedure
- Internal Quality Assurance Sampling Strategy
- Malpractice and Maladministration Policy
- Plagiarism Policy

- Reasonable Adjustments & Special Considerations Policy
- Registration & Certification Policy
- Withdrawals Policy

Declaration: I will review and revise this policy as necessary and at regular intervals:

A handwritten signature in black ink, appearing to read 'Jasbir Behal', with a horizontal line drawn underneath it.

Signature of Jasbir Behal, Managing Director, Integer Training Ltd

Date: 13 January 2026

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