



## QUA-002-1.0a Quality Policy

September 2025

### 1 INTRODUCTION

Midland Group Training Services Limited (MGTS) is committed to delivering exceptional training and assessment services that exceed the expectations of learners, employers, and stakeholders whilst maintaining the highest standards of quality and continuous improvement. As a customer-centric organisation specialising in engineering apprenticeships and commercial training, MGTS recognises that our success depends on the satisfaction and achievement of our learners, the value we deliver to employers, and the positive impact we make on individuals' careers and business performance.

Our commitment to quality is underpinned by strong leadership, effective governance, clear communication, and the professional competence and dedication of our employees. We embed a culture of continuous improvement and excellence that drives innovation, responsiveness to stakeholder needs, and industry leadership in apprenticeship delivery and technical training provision.

### 2 MGTS QUALITY OBJECTIVES

#### 2.1 Excellence in Teaching, Learning and Assessment

Deliver outstanding education that enables rapid and sustained learner progress from starting points, utilising effective questioning, formative and summative assessment, and differentiated support that meets individual learner needs and maximises achievement potential across all programmes.

#### 2.2 Enhanced English and Communication Skills Development

Provide comprehensive support for apprentices to develop wider English skills beyond technical terminology, ensuring they receive detailed feedback on written work that enables improvement and progression to merit and distinction grades whilst preparing them for career advancement opportunities.

#### 2.3 Industry-Relevant Practical Skills Excellence

Deliver high-quality technical training in well-resourced facilities that mirror workplace environments, utilising industry-standard equipment and employer-donated technology to ensure apprentices develop advanced engineering competencies that meet current and emerging industry requirements.

#### 2.4 Workplace Learning Integration and Employer Partnership

Strengthen workplace learning through effective Training and Development Adviser support, comprehensive progress reviews involving employers, and robust partnerships that align training delivery with business needs and apprentice development requirements.

#### 2.5 Learner Experience and Personal Development

Foster positive, inclusive learning environments that promote excellent behaviour and attitudes, support personal development through comprehensive tutorial programmes, and provide meaningful career guidance that enables informed decision-making about progression opportunities.

## **2.6 End-Point Assessment Achievement and Completion**

Implement targeted strategies to increase end-point assessment participation and completion rates, working collaboratively with employers to support apprentices through the final assessment phase and celebrate successful qualification achievement.

## **2.7 Continuous Quality Improvement and Innovation**

Utilise comprehensive quality monitoring methods including learning walks, curriculum monitoring, progress tracking, and stakeholder feedback analysis to implement evidence-based improvements that enhance teaching quality, learner outcomes, and organisational effectiveness.

## **2.8 Stakeholder Satisfaction and Partnership Excellence**

Maintain exceptional relationships with learners, employers, awarding bodies, and community partners through responsive service delivery, proactive communication, and demonstration of measurable value and impact in workforce development.

## **2.9 Compliance and Risk Management Excellence**

Ensure full compliance with regulatory requirements, awarding body standards, and funding obligations whilst implementing robust risk management processes that protect learner interests and organisational sustainability.

## **2.10 Professional Development and Staff Excellence**

Support continuous professional development of all staff through targeted training, standardisation activities, peer collaboration, and external development opportunities that maintain current competency and drive innovation in teaching and assessment practices.

## **2.11 Data-Driven Decision Making and Performance Management**

Utilise comprehensive data analysis, trend monitoring, and performance indicators to inform strategic decisions, resource allocation, and improvement initiatives that demonstrate measurable impact on learner outcomes and organisational effectiveness.

# **3 QUALITY MANAGEMENT STRUCTURE AND DOCUMENT CONTROL SYSTEM**

Ultimate accountability for quality management and the effectiveness of our quality management system rests with the Chief Executive Officer, who ensures strategic oversight, resource allocation, and organisational commitment to continuous improvement and excellence. The Quality and Compliance Manager leads operational quality management activities, supported by departmental managers and all staff who share responsibility for maintaining quality standards in their areas of expertise.

MGTS operates a structured documentation system that ensures consistency, accessibility, and effective version control across all quality management activities. The document control system utilises the following categorisation and numbering approach to facilitate effective document management and compliance monitoring.

### **Document Categories:**

- BUS (Business) - Core organisational policies and procedures
- QUA (Quality) - Quality management and assurance documentation
- HR (Human Resources) - Staff-related policies and procedures
- FIN (Finance) - Financial management and control procedures
- H&S (Health & Safety) - Health and safety policies and procedures
- SG (Safeguarding) - Learner protection and welfare policies
- T&L (Teaching & Learning) - Educational delivery and assessment guidance
- APP (Apprenticeship) - Apprentice-specific policies and procedures

### **Document Numbering System:**

Each document follows the format: CATEGORY-XXX-V.Va where XXX represents a chronological three-digit number regardless of category, V.V represents the version number (1.0, 1.1, 2.0 etc.), and

the letter suffix indicates document level. The three-digit number sequence continues chronologically across all document categories, ensuring unique identification and systematic organisation.

### **Version Control:**

Version numbers reflect the significance of document changes, with minor amendments represented by decimal increases (1.0 to 1.1) and major revisions indicated by whole number progression (1.0 to 2.0). This approach ensures appropriate review and approval processes whilst maintaining clear audit trails for all document modifications.

### **Approval Authority:**

Documents with suffix 'a' represent parent policies requiring Chief Executive Officer approval, whilst suffix 'b' indicates child policies requiring departmental manager approval. This hierarchical approach ensures appropriate oversight whilst enabling responsive policy development and implementation at operational levels.

## **4 QUALITY MANAGEMENT SYSTEM IMPLEMENTATION**

MGTS implements a comprehensive quality management system aligned with but not certificated against ISO 9001:2015 principles and the Education Inspection Framework requirements, utilising a process-based approach with risk-based thinking to ensure effectiveness and continuous improvement. The system encompasses all aspects of service delivery from initial enquiry through to learner completion and progression, ensuring consistent quality standards and stakeholder satisfaction throughout the learner journey.

Quality management processes include strategic planning and objective setting, resource management and staff development, curriculum design and delivery oversight, assessment and quality assurance activities, stakeholder engagement and feedback collection, performance monitoring and data analysis, risk management and compliance assurance, and continuous improvement implementation. These processes are integrated systematically to ensure coherent quality management and measurable organisational effectiveness.

Regular management reviews assess quality management system performance, analyse stakeholder feedback, evaluate achievement against objectives, identify improvement opportunities, and implement strategic adjustments that enhance service quality and organisational capability. The reviews ensure strategic alignment between quality objectives and business performance whilst maintaining focus on learner outcomes and stakeholder satisfaction.

## **5 MONITORING, EVALUATION AND CONTINUOUS IMPROVEMENT**

MGTS employs comprehensive monitoring and evaluation activities to assess quality management system effectiveness and drive continuous improvement across all operational areas. Monitoring encompasses learner progress tracking, employer satisfaction assessment, staff performance evaluation, compliance verification, and outcome analysis that provides evidence-based insights for strategic decision-making and improvement implementation.

Quality monitoring utilises learning walks, lesson observations, assessment sampling, stakeholder surveys, performance data analysis, external verification outcomes, and benchmarking activities to evaluate service quality and identify enhancement opportunities. The monitoring framework ensures systematic coverage of all quality aspects whilst maintaining proportionate oversight that supports rather than burdens operational delivery.

Continuous improvement is embedded throughout MGTS operations through regular policy reviews, procedure updates, staff development initiatives, resource enhancements, and strategic adjustments that respond to monitoring outcomes, stakeholder feedback, and changing requirements. Improvement activities are planned systematically, implemented effectively, and evaluated rigorously to ensure positive impact on learner outcomes and organisational performance.

## 6 CONTACT INFORMATION

For queries regarding this policy and/or procedure:

**Chief Executive Officer**

Midlands Group Training Services Limited

Gulson Road

Coventry, CV1 2JG

Tel: 02476630333

Email: enquiries@mgts.co.uk

**Policy Owner:** Chief Executive Officer

Date	Summary of Changes	Version:	Author (Updated by):
01 September 2025	New policy implemented – all other versions of this policy have now been superseded	1.0	Jordan Geoghegan Quality & Compliance Manager

**Next Review:** See Document Control Register

Policy Approved By:



David Bridgens

**Chief Executive Officer**

01.09.2025