

Quality Policy

1. Purpose

Johnson Training Ltd (JTL) is committed to delivering high-quality training, qualifications and associated services that meet the needs of learners, customers and stakeholders and comply with applicable statutory, regulatory, contractual and awarding organisation requirements.

This policy sets out JTL's approach to quality management, supporting consistent delivery, positive outcomes, compliance and continuous improvement.

2. Quality Commitment

JTL is committed to:

- maintaining high standards in the design, delivery, assessment and quality assurance of training and qualifications;
- understanding and responding to learner, customer and stakeholder needs;
- protecting the validity, reliability, consistency and integrity of assessment and certification;
- meeting applicable legal, regulatory, contractual and awarding organisation requirements;
- identifying and managing risks to quality and integrity;
- providing appropriate resources, systems and competent staff;
- using evidence and management information to monitor performance and inform decisions; and
- promoting accountability and continuous improvement.

3. Learner and Customer Focus

JTL will use feedback, complaints, appeals, achievement data, quality assurance findings and other relevant information to evaluate learner and customer experience.

Information will be reviewed to identify good practice, trends, risks and opportunities for improvement. Where required, actions will be assigned, recorded and monitored to completion.

4. Compliance

JTL will maintain appropriate systems and controls to comply with relevant statutory, regulatory, contractual and awarding organisation requirements.

Changes to applicable requirements will be monitored and reflected in JTL's policies, procedures, qualifications and working practices where necessary.

Significant compliance matters will be escalated through appropriate governance arrangements and reported externally where required.

5. Quality Objectives and Performance

JTL will establish and review appropriate, measurable quality objectives aligned with its strategic and operational priorities.

These may cover:

- learner achievement and completion;
- learner and customer satisfaction;
- assessment and quality assurance;
- complaints and appeals;
- service performance;
- qualification development and review;
- regulatory compliance;
- staff competence; and
- corrective and improvement actions.

Management will monitor performance and take proportionate action where expected standards are not achieved.

6. Quality Assurance

JTL will maintain quality assurance arrangements proportionate to its activities. These may include:

- documented policies, procedures and responsibilities;
- qualification development and review;
- assessment, internal quality assurance and standardisation;
- staff training and competence monitoring;
- document and version control;
- complaints and appeals monitoring;
- internal reviews and audits;
- risk and issue management; and
- corrective, preventative and improvement actions.

Appropriate records will be maintained as evidence of effective quality assurance.

7. Roles and Responsibilities

Management has overall responsibility for establishing quality standards, providing appropriate resources, monitoring performance and risks, and ensuring corrective and improvement actions are implemented.

All staff are responsible for quality within their roles. They must follow relevant policies and procedures, maintain appropriate records, report concerns or non-compliance, participate in required training and quality assurance activities, and contribute to continuous improvement.

8. Resources and Competence

JTL will seek to provide sufficient competent staff, systems, technology, learning and assessment resources, facilities and quality assurance capacity to support effective delivery.

Staff competence and development needs will be addressed through recruitment, induction, performance review, training and quality assurance arrangements.

9. Risk Management

JTL will take a risk-based approach to protecting learners and maintaining qualification standards, assessment integrity, regulatory compliance, service continuity and effective delivery.

Material risks will be assessed, managed and escalated appropriately. Preventative controls and contingency arrangements will be implemented where necessary.

10. Monitoring and Corrective Action

JTL will monitor relevant qualitative and quantitative information, including learner outcomes, assessment and quality assurance findings, satisfaction, complaints and appeals, regulatory findings, staff performance and service delivery.

Where failures, weaknesses, non-compliance or significant risks are identified, JTL will take proportionate action to:

- address the immediate issue and assess its impact;
- identify underlying causes and the extent of any wider impact;
- implement corrective or preventative actions;
- assign responsibilities and timescales;
- communicate or report matters where required; and
- review the effectiveness of actions taken.

Significant actions will be documented and monitored to completion.

11. Continuous Improvement and Management Review

JTL will continually improve its qualifications, training and services using feedback, performance information, quality assurance activity, audits, incidents, regulatory developments and recognised good practice.

Management will periodically review the effectiveness of quality arrangements, including objectives, outcomes, feedback, compliance, risks, corrective actions, resources and improvement opportunities.

Relevant decisions and actions will be documented and monitored.

12. Records

JTL will maintain appropriate records demonstrating the implementation and effectiveness of its quality arrangements, including quality assurance, performance, staff competence, feedback, complaints, risks, audits, management reviews and improvement actions.

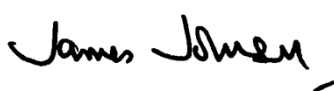
Records will be retained and disposed of in accordance with JTL's document-retention and data-protection requirements.

13. Policy Review and Communication

This policy will be reviewed at least annually and following significant changes to JTL's activities, regulatory or awarding organisation requirements, organisational arrangements, risks or quality assurance findings.

The current approved version will be communicated and made available to relevant staff and, where appropriate, learners, customers, centres and other stakeholders.

Superseded versions will be managed through JTL's document-control arrangements.

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2018	JJ	No changes required	2
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	2
30/10/2022	JJ	No Change required	2
30/10/2023	JJ	No Change required	2
29/08/2024	MJ	Minor amendments made to wording	3
01/09/2025	MJ	No changes required	3
01/09/2026	MJ	Policy reviewed and updated	4
The next policy review date is 01 09 2027			