



Quality Policy Statement and Processes

Quality for MBKB is what drives our products and services; MBKB are committed and passionate in providing the highest standard of Teaching, Learning and Assessment. Quality runs through every journey for every apprentice, employer and team member. We pride ourselves on creating and delivering quality training and experiences that ensure all involved are able to make progress personally and professionally on a journey that is based on them and their needs.

To MBKB quality is excellent and prompt customer service, the highest standard of delivery and individually tailored programmes. With all of this in mind we aim to provide a service that allows all customers to feel fully valued and involved.

Our goals are based around three themes – Communication, Delivery and Innovation. These are identified in the Quality Management System. The Quality Management System is a working document that is updated and reviewed on an ongoing basis in line with the quality improvement plan.

Quality is assured through sampling activities, observations on all aspects of a learner's journey end to end, Standardisations, Team meetings, sharing good practice and identifying improvements.

MBKB's goal is to be the training provider of choice and for this to be reflected in our delivery and feedback from those who form the MBKB team and apprentices/Employers. We aim to deliver training that really does meet the needs and requirements of individuals and workplaces as a whole, to engage learning and support with personal development as well as academic.

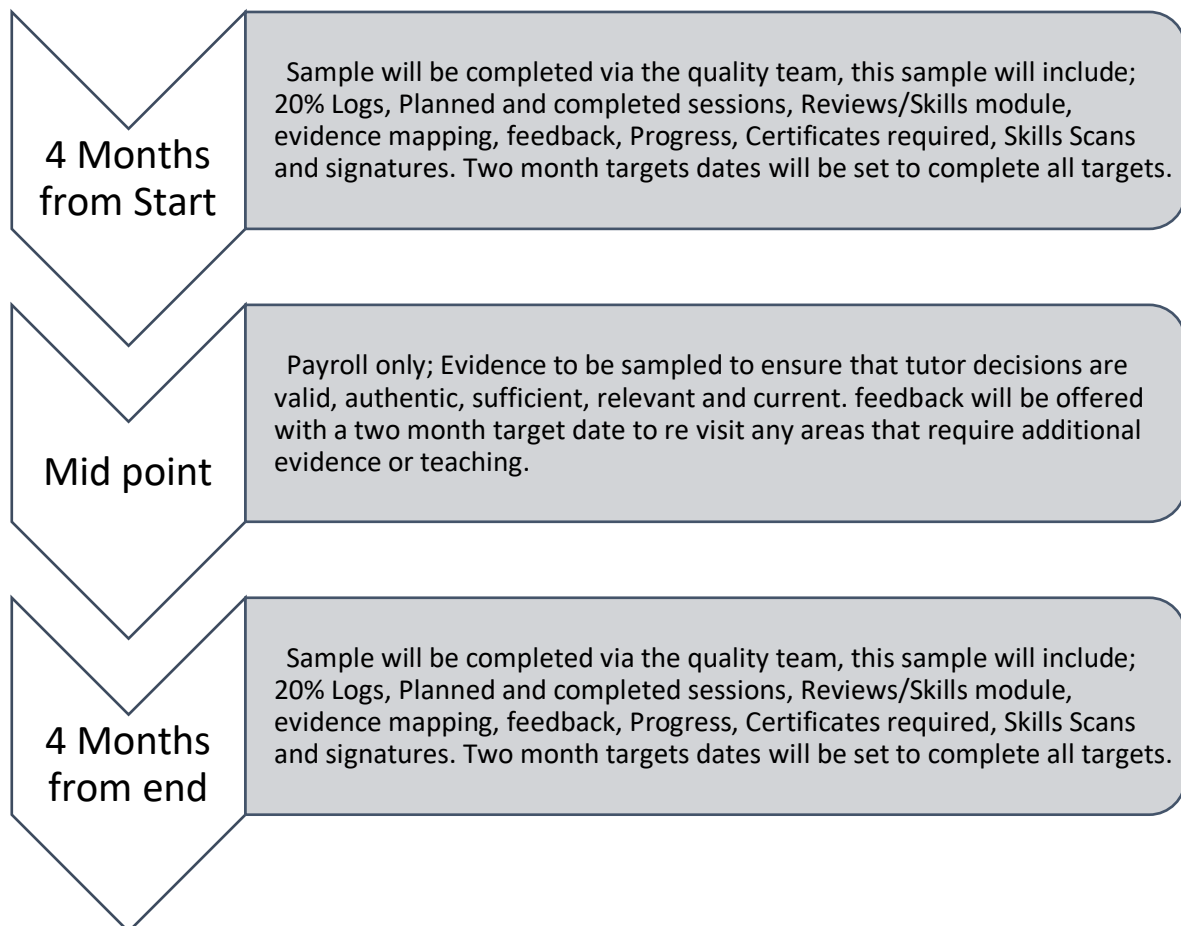
We provide support and development to our team, apprentices and employers so that they can grow their confidence and employability skills, develop their skills, knowledge and behaviours and realise and reach their full potential, enabling them to meet their goals and more.

MBKB is committed to providing an experience that will provide a strong and competent workplace/workforce and in turn produces individuals that are making positive impacts at work and in this personal life.

This policy is reviewed at regular senior team meetings to ensure its suitability and reflect on its relevance.

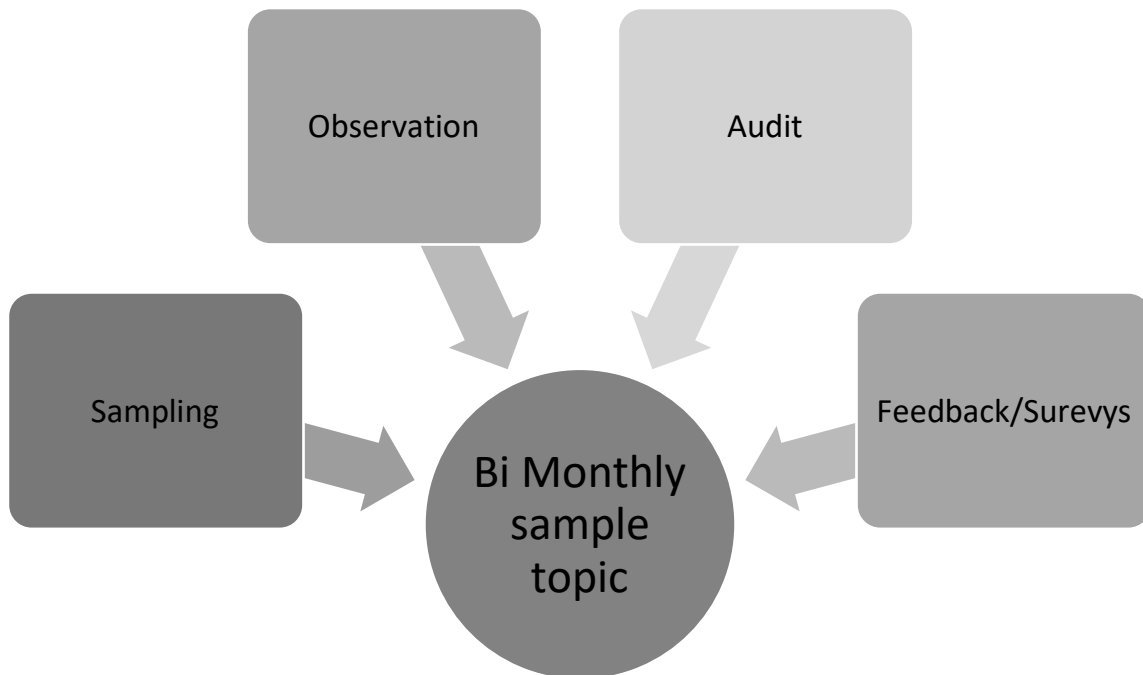
Q034 Quality Interactions Process

Static sampling process - this is part of the quality process, the quality team will follow their sampling plan monthly to complete a sample on learner portfolios, this will be carried out for all learners so 100% of portfolios will gain from a quality interaction; this will be repeated at 4 months from end to ensure that quality has not slipped and that the learner is on target to achieve their qualification or gateway. There will be a mid-point sample for those learners completing a payroll standard, carried out by the payroll head of policy. The sampling plan set up for these interactions covers all modules/units and methods of gathering evidence, throughout the period of a year we will have engaged in sampling across all areas of the standard/Qualification on multiple occasions. Feedback is offered to tutors that is constructive and supports what they are doing well and any development that is required. Targets are planned to be set at a 2 month target date to allow for actions to be completed, meeting the quality expectations. (see Sample Guidance sheet for Tutors)



Q034 Quality Interactions Process

Changeable sampling process – This will be a topic based on the trends, patterns and feedback on other areas of quality interactions. The topics to be sampled will be completed for each tutor on a bi monthly basis through the quality team. Topics will be identified where there is a need to develop or improve particular areas of delivery or administration. Each tutor will have three learners chosen at random and the identified topic will be sampled, the feedback from all tutors will be offered to their Operations managers to develop any individuals and the overall results and summary of findings will be shared in our bi monthly team meeting, where this requires full team training this will also be included in the full team meeting.



All quality interactions are important and will not be completed in isolation, feedback is collected on all areas of quality and located on the Quality interaction sheet on the G Drive, this allows us to have an overview of our delivery and carry out focussed training and development within the team and individually, this will benefit the whole team and the impact on learners and employers will be a positive one, allowing us to continually improve. This sheet is completed Bi monthly on the last working day of the month.

Sector specific standardisations are carried out throughout the year and whole team standardisations are carried out within the team meetings. These are used to implement and feedback on quality activities and interactions.

Topical samples	Quality Interaction feedback	Team meetings
April 21	April (last working day)	May 21
June 21	June (last working day)	July 21
Aug 21	Aug (last working Day)	Sept 21
Oct 21	Oct (Last working Day)	Nov 21
Dec 21	Dec (last working day)	Jan 22

Q034 Quality Interactions Process

Observation of practice

Each tutor will be involved in an observation at least once every quarter, these are carried out in a variety of ways, some will be spontaneous observations where the observer will attend a session without prior notice, this is the most authentic way to observe as it allows the session to go ahead as planned and the observer to really see how the sessions go and how the tutor delivers and adjusts to the session. The spontaneous observations allow a tutor to gain feedback on an authentic session that will both identify strong points and maybe areas for development and improvement, the observation is focussed on the experience of the learner on that day and the practices and processes of MBKB being delivered. All observations where an observer is present will be followed up by a chat with both learner and employer to see how they are feeling and what they felt about the session (this forms part of our customer service feedback). Other observations will be asked to be recorded, these will be based on feedback that comes from the processes above and what is requested will be determined by the outcomes of the quality interactions that have been happening in the two month running up to the recorded observation. All observations completed face to face will have a turn around of 48hours for the observer to offer feedback to the tutor. Recorded observations will be agreed between the OM and Tutor and a date for feedback will be agreed.

Months	Spontaneous Observation	Recorded Observation
1 st April 2021 – 31 st June 2021	OTLA	TBC
1 st July 2021 – 30 th Sept 2021	Sign up	TBC
1 st Oct 2021 – 31 st Dec 2021	OTLA	TBC
1 st Jan 2022 – 31 st March 2022	Review	TBC