

Purpose of Policy

The purpose of City College Coventry's Quality Policy is to publicise to staff, learners, students and other stakeholders the current guiding principles of the College's quality strategies and systems (known collectively as the "Quality Framework").

Policy

The College is committed to a continuous improvement approach and the pursuit of excellence in all aspects of the College's activity.

Contribution to Achievement of the College's Mission

The College's Mission is '*Responding to Diversity, Raising the Standard, Taking Education Further*'. This Policy contributes to the Mission by publicising our commitment to continuous improvement generally and the key processes/principles to support *Raising the Standard* in particular.

Implementation

To achieve our aim, we are committed to:

- Encouraging and providing opportunities for all staff to be involved in the annual self-assessment process.
- Ensuring that self-assessment is an honest, open and realistic process subject to rigorous internal verification.
- Measuring progress towards improvement against actions identified through self-assessment.
- The publication of a College Charter containing Service Standards which will ensure all customers are fully aware of our commitments to them.
- The identification and development of comprehensive performance indicators linked to Service Standards which seek to ensure that the experience of both internal and external customers is a positive one.
- Annual monitoring of progress against performance indicator targets and the development of appropriate strategies to continually improve quality.
- Providing a framework of accountability in which roles, responsibilities and reporting lines in relation to the quality of the College's provision are clearly understood.
- Developing a recognition that all staff contribute to the quality culture of the College.
- Encouraging feedback from the College's customers and ensuring that appeals and complaints procedures are in place and well publicised.
- The development of clear and documented quality procedures.
- Communicating regularly and clearly to staff and customers on quality issues.

- Developing a skilled and well-qualified work-force.
- Reviewing annually the Quality Framework.

Monitoring and Impact Measurement

The effectiveness of the Quality Framework will be subject to ongoing monitoring by the Executive, Academic Board and Corporation. The criteria for judging effectiveness will be improvements in teaching and learning as indicated by attendance, retention, achievement and student satisfaction rates measured year on year and against sector benchmarks. These criteria will also inform annual review of the Framework by Academic Board and this Policy will be developed/amended accordingly.

Publication of Policy

This policy will be made publicly available, provided to all members of staff via the intranet and forwarded to awarding bodies on request.

Policy Review Date	November 2010
Executive Member responsible for implementation	Vice-Principal Quality & Curriculum

Approval and Review History
• Approved by the Corporation on 17th September 2002 (Minute C67/02)
• Reviewed and approved by the Corporation on 17th September 2003 (Minute C77/03)
• Reviewed and approved by the Corporation on 15th September 2004 (Minute C73/04)
• Reviewed and approved by the Corporation on 14th September 2005 (Minute C71/05)
• Reviewed and approved by the Corporation on 13th September 2006 (Minute C72/06)
• Reviewed and approved by the Corporation on 5th December 2007 (Minute C102/07)
• Reviewed and approved by the Principal (under delegated authority from the Corporation) at the Executive meeting of 16th November 2009 (Minute 9)