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Quality Assurance Policy

1. Aim

The primary purpose of quality assurance is enhancement of the quality of the employee learning experience and the maintenance of driving standards in the context of an increasingly diverse employee population.

2. Principles

All employees are expected to take personal responsibility for their own professional quality and standards in all their activities.

Employees will exercise this responsibility within a supportive environment where expectations and standards are defined, continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from drivers and other major stakeholders; and duplication of effort is strenuously avoided.

The quality assurance framework:

sets objectives rather than dictates detailed procedures and structures;

promotes consistency rather than standardisation across the company; and

is underpinned by the concepts of equality and fairness.

Where appropriate, the training department will have significant freedom to tailor procedures and structures to their own requirements.

All policies and procedures will be well documented and readily accessible to staff, students and other stakeholders.

The Company will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice, in the best interests of employees and the maintenance of training standards.

The Company will work constructively with external agencies, in particular the Joint Approvals Unit for Periodic Training and other Professional Bodies.

3. The Quality Assurance Framework

The Quality Assurance Framework, is essentially a structured manifestation of good training practice. It comprises the core quality assurance and control procedures which promote quality enhancement and the maintenance of training standards. It incorporates feedback loops that inform, modify and improve the quality and standards of Morris Travel Ltd. It is a key element in the stated objective of the Company to "create an effective and sustainable structure for the development of high quality teaching and learning"