

SSIG

SPECIALITY SECURITY INVESTIGATION GROUP

QUALITY ASSURANCE POLICY



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QUALITY ASSURANCE POLICY

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The purpose of this policy document is for Speciality Security Investigation Group Limited trading as SSIG-UK Training Division to outline how quality assurance through its IQA is going to be applied and monitored when delivering and assessing HABC qualifications.

The contact information for the internal Quality Assurer (IQA) within Speciality Security Investigation Group Limited trading as SSIG-UK Training Division is:

IQA Department: iqa-training@ssig-uk.co.uk

It is the responsibility of the IQA to clearly evidence quality assurance, through documentation. The IQA must also plan quality assurance assessment and delivery within Speciality Security Investigation Group Limited. The purpose of this policy document is for Speciality Security Investigation Group Limited trading as SSIG-UK Training Division to outline how quality assurance through its IQA is going to be applied and monitored when delivering and assessing HABC qualifications.

It is the responsibility of the IQA to clearly evidence quality assurance, through documentation. The IQA must also plan quality assurance assessment and delivery within Speciality Security Investigation Group Limited trading as SSIG-UK Training Division based on the assessment activities and delivery models, conduct standardisation of assessment practice, support and develop the assessment team in order to maintain their CPD and best practice, enable the Centre to support learners with special considerations/ reasonable adjustments.

In an instance whereby a service user or member staff feels that this quality assurance policy has not been upheld, they should follow the complaints procedure, more information is available in the Speciality Security Investigation Group Limited trading as SSIG-UK Training Division complaints policy. In circumstances where a breach of policy has been made internally, you can refer to the Speciality Security Investigation Group Limited trading as SSIG-UK Training Appeal and grievance policy. You can alternatively contact our complaints department at complaints-trainingdivision@ssig-uk.co.uk.



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Policy Statement

Speciality Security Investigation Group Limited trading as SSIG-UK Training Division requires that all those in a leadership role within the company should work together to create an ethos whereby high-quality training is expected and provided. There should be an expectation that quality and high standards is the rule rather than an exception. Leaders should work with IQA to develop a culture of quality.

Scope

Speciality Security Investigation Group Limited trading as SSIG-UK Training Division are committed to quality and this is monitored and measured through the below systems of continuous improvement, as set out by the IQA as a effective governance processes:

- High levels of commitment from Speciality Security Investigation Group Limited trading as SSIG-UK Training Division to continuous improvement
- High levels of accountability and responsibility of Speciality Security Investigation Group Limited trading as SSIG-UK Training Division personnel
- Governance described within this policy matches that of the type of Centre Speciality Security Investigation Group Limited trading as SSIG-UK Training Division is
- High levels of commitment to meeting the requirements of awarding organisations.
- Ensuring all services provided by Speciality Security Investigation Group Limited trading as SSIG-UK Training Division meet the high standards of Quality Assurance, e.g. meetings, observations, self-assessment.

Policy

Systems in place are based around the seeking of views of the service from the people who use it. Systems used by Speciality Security Investigation Group Limited trading as SSIG-UK Training Division are put in place by the IQA to measure success and meeting aims, objectives and the Company Statement of Purpose. The purpose is to support the development and continuous improvement plans for the company and its staff. Frequent reviews are conducted in accordance with this policy to ensure continuous quality review and development of quality.

Speciality Security Investigation Group Limited trading as SSIG-UK Training Division Quality Assurance policy, systems and procedures ensure that service users feel:

- Safe
- Service is effective
- Committed to quality
- Listened too
- Opinions are valued
- Protected from risk



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Expectation

Every member of staff at Speciality Security Investigation Group Limited trading as SSIG-UK Training Division, from the top to the bottom, should demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

In particular:

- a) The IQA bear the responsibility for establishing, maintaining and implementing a quality management system in Speciality Security Investigation Group Limited trading as SSIG-UK Training Division, this system will be based upon a management system whereby standards will be set, changes made to meet those standards and the process reviewed regularly.
- b) Every employee is responsible for the quality of their work and will be trained to perform their duties to our specified quality standards. Everyone employed is accountable for their actions or omissions.
- c) Contractors employed for specific functions will be required to meet our specified standards.
- d) Speciality Security Investigation Group Limited trading as SSIG-UK Training Division will have an annual development plan for quality improvement drawn up as part of the IQA's business plan and based upon feedback from service users, staff and management; the plan will focus upon specific measurable standards and will include named staff as responsible for each objective.
- e) Speciality Security Investigation Group Limited trading as SSIG-UK Training Division is consistently listening to its service users, provides feedback surveys to every service user satisfaction feedback surveys using a Centre specific questionnaire. The findings are analysed and incorporated into the IQA centre development plan.
- f) Speciality Security Investigation Group Limited trading as SSIG-UK Training Division managers monitor closely the quality of its staff's work by regular supervision, which includes direct observation of peoples service delivery practices.
- g) Speciality Security Investigation Group Limited trading as SSIG-UK Training Division IQA will conduct audits and staff appraisal each quarter and use the information to improve standards and implement personal development plans as necessary.
- h) Quality assurance should be used to drive continuous improvement of governance and governance processes. Systems and procedure should be encouraged by the IQA in order to strive to improve the quality of the service.



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Risk Management

Speciality Security Investigation Group Limited trading as SSIG-UK Training Division recognises that in order to improve the service delivery, whilst mitigating risk to service users, it is integral performance is monitored when delivering and assessing HABC qualifications, ensuring safety of users is maintained and reporting any areas of risk, adverse events, incidents and errors, for the use of developing solutions and risk reduction strategies to resolve issues as quickly as possible. Risk assessments are carried out per site/service, as formed as part of this policy, all staff must perform dynamic risk assessments specific to service delivery to aid further risk mitigation.

Staff are encouraged to report all such risks and follow systems and procedures that mitigate opportunity for harm or damage or circumstances that potentially pose a risk or cause a problem. To report potential risk or for further advise about risk, you can contact the team at trainingdivision@ssig-uk.co.uk. A learning environment should be developed where mistakes are learnt from and development and action plans can be put in place and reviewed to prevent further incidents.

Service Users and IQA

Integral to quality assurance is the feedback reported to the IQA from service users, staff and management. Management and staff should be proactive in reporting feedback and be involved as much as possible in the development and improvement of the service through the IQA. As recommended by HABC, Speciality Security Investigation Group Limited trading as SSIG-UK Training Division a form of quality assurance is completed for every course. This includes both desk and live reviews.

Audit

Annual audit of the service should be carried out by the IQA to ensure that the agreed standards are being met or worked towards by staff and to further aid monitoring through Speciality Security Investigation Group Limited trading as SSIG-UK Training Division systems of continuous improvement and effective governance processes to create a clear development/action plan following the audit to drive forward improvements.



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Training

It paramount, that in order to maintain the Quality Assurance Policy set out by Speciality Security Investigation Group Limited trading as SSIG-UK Training Division that the provided services continuously reach above industry standards through a quality service, requires high quality staff that are suitably trained, supervised and supported. In particular Speciality Security Investigation Group Limited trading as SSIG-UK Training Division believes that:

- a) All new staff should be encouraged to read the policy on quality as part of their induction process.
- b) Each member of staff should have a personal development plan in which training needs are identified and a plan made as to how such needs will be met.
- c) Staff should be encouraged to develop themselves through continuing professional development.

The management team undertake to ensure through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the quality systems and its direct relevance to the success of the company.