

Quality Assurance Policy

Lead Officer (Post):	Principal and CEO
Responsible Office/Department:	Senior Management Group (SMG)
Responsible Committee:	Academic Board
Review Officer (Post):	Depute Principal
Date policy approved:	01/08/2021
Date policy last reviewed and updated:	02/10/2023
Date policy due for review:	01/10/2026
Date of Equality Impact Assessment:	01/08/2021
Date of Privacy Impact Assessment:	N/A

Accessible versions of this policy are available upon request.

Policy Summary

Overview	To ensure high quality of all curriculum delivery, including the delivery of commercial course activity.
Purpose	The purpose of this policy is to detail UHI Shetland's approach to continuous quality improvement in all areas of curriculum and commercial training activity.
Scope	This policy applies to all current and prospective curriculum and commercial training activity.
Consultation	Quality Improvement Committee (QIC)

Implementation and Monitoring	Implemented across curriculum and commercial course delivery. Monitored by QIC.
Risk Implications	Poor service delivery and removal of required awarding body approval.
Impact Assessment	Equality Impact Assessment:01/08/2021
	Privacy Impact Assessment: N/A

1. Policy Statement

- 1.1 UHI Shetland's commitment to continuous quality improvement is integral to its Mission Statement and Values. As a means of measuring this commitment, UHI Shetland follows the criteria of the self-evaluation quality framework of Education Scotland (arrangements for assuring and improving the quality of provision and services in Scotland's colleges – September 2019).
- 1.2 The senior management of UHI Shetland are fully committed to ensuring quality standards are met, and that staff will provide full support to any SQA and other awarding body External Verifier/Quality Review process. Including access to staff, candidates, records and candidate evidence, resources, and any satellite sites used for assessment purposes are granted and facilitated without hindrance, where relevant.

2. Purpose

The purpose of this policy is to detail UHI Shetland's approach to continuous quality improvement in all areas curriculum and commercial training activity.

- 2.1 Continuous quality improvement should be at the forefront of all activities to ensure the highest standard of learning, training, research, and student experience.

- 2.2 UHI Shetland aims to maintain quality standards, including those set by Education Scotland, SQA, and all relevant awarding bodies, with UHI partners, to maintain standards set by QAA.
- 2.3 These quality standards are underpinned by staff development programmes (based on individual annual reviews), including TQFE programmes, staff studying towards post-graduate degrees on UHI staff development programmes. UHI Shetland will provide access to relevant qualifications, a wide range of job specific training and CPD. The provision of advice and support will be available to staff to encourage uptake of CPD opportunities.
- 2.4 UHI Shetland ensures the recruitment of suitably qualified and experienced staff, including contracted trainers/training providers.
- 2.5 Qualifications and experience are evidenced through trainer certificates, qualifications, and CVs. Evidence of CPD must also be supplied where requested.
- 2.6 Communication and administrative arrangements meet the needs of external bodies, students, and staff, and that all staff are kept up to date with relevant information.
- 2.7 To ensure that any awards offered by UHI Shetland are managed professionally and that administrative procedures are in place to ensure that all required standards are achieved at all times.
- 2.8 To ensure that all learning and teaching, training and assessment are undertaken on behalf of an awarding body (e.g. Highfield, JAUP, AAT, LANTRA, EAL, SDS, City and Guilds, SQA, UHI) meets the requirements of and are completed in accordance with guidelines available from the relevant awarding body.
- 2.9 In-house Course Trainers and each regular training provider will undergo an annual formal quality assessment. Where business and time constraints mean that assessment opportunities are limited, new training providers will

be prioritised for assessment. There may be occasions where it is anticipated a training provider will only be used once, due to limited local requirements for the training. In these circumstances, UH Shetland may choose to satisfy itself of training quality via procurement and evaluation processes instead.

3. Scope

This policy applies to all current and prospective curriculum and commercial training activity.

4. Notification

- 4.1 All staff members will be notified of changes to the Quality Assurance Policy through normal channels.
- 4.2 Teaching staff and contract trainers should have detailed knowledge of the Quality Assurance Policy.
- 4.3 Any changes to awarding body regulations will be reflected in the review process of this policy and associated procedures.

5. Roles and Responsibilities

- 5.1 The Board of Management are responsible for approving the policy and ensuring that it is followed. The Board of Management are also responsible for ensuring the strategic effectiveness of the policy.
- 5.2 Please see Appendix 1 for full detail of roles and responsibility.

10. Version Control and Change History

Version	Date	Approved by	Amendment(s)	Author
0	01/08/21			Quality Consultant
1	02/10/23	Academic Board	Branding/name, role titles and responsibilities, numbering correction	Depute Principal