

TRAINING IN QUALITY ASSURANCE

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Description: New Issue
Issued by: Quality Co-ordinator
Approved by: Quality Co-ordinator

- 1 Subject** Training in Quality Assurance
- 2 Purpose** To define procedures to be used in the training and the development of all staff engaged in the provision of a quality service.
- 2 Scope** All members of staff of the Institute engaged in the implementation of routine procedures.
- 3 References** Quality Assurance Guidelines and Criteria for Provider Access to Initial Validation of Programmes for Higher Education and Training Leading to QQI Awards, [2013]
HET Core Validation Policy and Criteria [2013].
Quality Manual, section 4.13
Procedures Manual ref:
AP/407.01 Operating Procedures
SA/416.01 Control of Quality Records
SA/410.01 Corrective and Preventative Action
- 5 Documentation**
- 5.1 Training Register: ref: SA/412.01 – 7.5.1
- 6 Definitions** Nil
- 7 PROCEDURES**
- 7.1 Responsibility**
- 7.1.1 The Quality Co-ordinator shall be responsible for the implementation of the Institute's training programme as detailed in this procedure
- 7.1.2 All training provided shall be designed to suit the needs of the individual engaged in the provision of service to clients in their implementation of the Institute's quality assurance system.
- 7.2 Induction Training**
- 7.2.1 Induction training shall be provided to all staff engaged in implementing the Institute's quality assurance system. The content of the training shall be designed to suit the needs of the individual in relation to both their duties and responsibilities to the students and in fulfilment of their personal development.

7.2.2 The Induction training course shall consist of:

- An explanation of why the Institute has chosen to apply formal quality procedures in its operation of the Institute's management system and how the success of the system relies on the full commitment of each member of staff and their active participation in implementing working procedures.
- An overview of the documentation which forms the system, particularly the Procedures Manual, its layout, the role of each group of procedures and how collectively they support the provision of a quality service to customers.
- The correct use of documents, schedules, forms and records that are built into the system.
- An explanation of the role and function of: The Internal Auditor; Corrective and Preventive Actions; the Control of Quality Records and Management Review and system change processes.

7.3 Staff Training and Development

7.2.2 The Quality Co-ordinator shall responsible for the training and continual personal development of the staff in all matters relating to the Institutes' quality assurance system.

7.4 Refresher Programmes

7.4.1 As part of the annual appraisal the further training needs of Staff shall be identified and appropriate training shall be provided to cater to these needs.

7.4.2 When carrying out updates to controlled copies of the Procedures Manual (or in the replacement of the Quality Manual) in accordance with MS/405.01.5 (Document Change Procedures), the Director of Graduate Studies shall provide the Quality Co-ordinator with the reasons why the changes have arisen, along with full details of what the new or revised procedures involve.

7.4.3 Dependent upon the extent of the change to be implemented, Quality Co-ordinator may choose to pass on the information in the form of a group training refresher session(s).

7.5 Training Records

7.5.1 All training attended shall be recorded in the Training Register ref: SA/412.01 (see attachment 5.1)

7.5.2 The Quality Co-ordinator shall update the training register as and when training has been carried out.

7.5.3 The Training Register is an integral part of Control of Quality Records Procedures ref: SA/410.01 and shall be maintained by the Administrator.

7.5.4 The training register shall be retained by the Institute and produced for inspection as and when requested by an Auditing Team.

