

RG49 Policy for Academic Quality Assurance and Enhancement		Effective date: 03/2024
Authorised owner: Siobhan Mellor	Department(s) / Project team(s): PEDaL	Last revision: 03/2024
Classification: Public	Issue: 01	Next review: 03/2025



Policy for Academic Quality Assurance and Enhancement

1. Introduction

Real Group is committed to providing a high-quality learning environment that empowers delegates to achieve their full potential and contribute meaningfully to society. This policy outlines our commitment to continuous improvement in all aspects of our educational delivery, and to exceeding stakeholders' expectations.

2. Scope

This policy applies to all activities related to delivering educational programmes at Real Group, including:

- Curriculum development and design
- Learning and teaching methodologies
- Assessment and feedback
- Stakeholder evaluation
- Delegate support and the delegate experience
- Resources and infrastructure
- Staff development and training
- Management and administrative processes

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3. Quality Assurance Objectives

We strive to achieve the following objectives:

- **Enhance delegate learning outcomes:** Ensure delegates graduate with the knowledge, skills, and competencies necessary to succeed in their chosen careers and lifelong learning endeavours.
- **Provide a positive and inclusive learning environment:** Foster a respectful and supportive atmosphere that promotes delegate engagement, participation, and well-being.
- **Deliver effective learning and teaching activities:** Utilise research-informed practices and innovative approaches to cater to a diverse range of learning requirements.
- **Continuously improve curriculum and programmes:** Regularly review and update curriculum content and programme structures to reflect current industry trends and best practices.
- **Maintain efficient and effective operations:** Streamline administrative processes and resource allocation to optimise the accuracy and integrity of delegate data, and to ensure equitable, fair and timely delivery of services to delegates.
- **Satisfy stakeholder requirements and expectations:** Actively engage with delegates, employers, and other stakeholders to gather feedback and ensure their requirements are being fulfilled.

4. Processes and Procedures

To achieve these objectives we have established comprehensive processes and procedures for all key activities related to education delivery, covering:

- **Context of the Organisation:** Identifying stakeholders, their requirements, and external influences impacting the institution. *IP01 Organisation and Context* outlines



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the current context and stakeholders for Real Group and this is reviewed at least annually.

- **Leadership:** Demonstrating leadership commitment to quality and continuous improvement. Quality assurance and continuous improvement are core areas of responsibility within the academic committee structure for Real Group, as defined in *RG52 PEDaL Committees - Terms of Reference*.
- **Open Discussion:** Encouraging academic teams to actively discuss quality improvement and provide forums for them to get supportive feedback and suggestions on proposals aimed at improving the quality of provision. This is primarily supported through the academic committee structure for Real Group *RG52 PEDaL Committees - Terms of Reference*, but also through dialogue with our external quality assurance and regulatory partners.
- **Continuous Quality Improvement:** Establishing quality improvement objectives, targets, and plans for achieving them; through annual reviews of each programme area and ongoing discussions within programme teams. The annual continuous quality improvement review process is outlined in *RG50 Continuous Quality Improvement (CQI) Strategy for Education Provision*.
- **Planning:** Utilising robust planning and evaluation processes for the development and launch of new programmes, modules and courses. The planning process is set out in *RG40 Project Management Procedure*.
- **Feedback:** Reviewing and acting upon feedback from delegates and other stakeholders through regular monitoring of scheduled surveys and any other feedback forums/events, as well as feedback provided by external quality assurance and accreditation bodies. Ensuring all feedback gathered, and actions taken in response to it, is fed into the annual continuous quality improvement review process. The processes for gathering, reviewing, and responding to feedback are contained in *IP12 Monitoring, Measurement, Analysis and Evaluation* and *RG50 Continuous Quality Improvement (CQI) Strategy for Education Provision*.
- **Support:** Providing necessary resources, frameworks and personnel for quality assurance initiatives.

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- **Addressing Concerns:** Taking corrective and preventive actions to address nonconformities and the root causes of complaints. How concerns, nonconformities and complaints are addressed is outlined in *IP15 Non Conformance and Corrective Action* and *IP16 Customer Complaints Handling Process*.

5. Roles and Responsibilities

All members of the Real Group community have a role to play in ensuring high-quality education outcomes. This includes:

- **Senior Management:** Provides leadership, resources, and direction.
- **Academic and Professional Services Staff:** Implement quality assurance processes, continuously improve teaching and learning practices, and actively participate in evaluation and improvement initiatives.
- **Delegates :** Provide feedback on their experiences and participate in activities designed to help improve the quality of education provision.
- **Stakeholders:** Engage in constructive dialogue and share their expectations to inform quality assurance and improvement initiatives.

6. Communication and Training

Effective communication and training are essential for the success of Real Group’s educational programmes. We will:

- Communicate the company’s quality assurance policies and procedures to all members of the institution.
- Provide guidance for staff on their roles and responsibilities in maintaining and improving the quality of education provision.
- Provide open forums for delegates to discuss quality of education provision and improvement issues, and ensure feedback is given on their comments.

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- Foster an open and transparent communication culture to encourage feedback and suggestions for improvement.

7. Continuous Improvement

Real Group is committed to continuous improvement in all aspects of its operations. We will conduct annual reviews of our quality assurance and improvement procedures, anticipate and plan for potential changing needs and requirements, and by implementing innovative approaches, we will strive to achieve consistently high standards of quality.

Related Documents

IP01 Organisation and Context

IP12 Monitoring, Measurement, Analysis and Evaluation

IF16 Customer Satisfaction Questionnaire

IP15 Non Conformance and Corrective Action

IF15 Nonconformity and Complaint Log

IP16 Customer Complaints Handling Process

IF15 Nonconformity and Complaint Log

RG40 Project Management Procedure

RG50 Continuous Quality Improvement (CQI) Strategy for Education Provision

RG52 PEDaL Committees - Terms of Reference

Document history

Issue 1

Initial release

