



BS.1.03.a QUALITY POLICY

February 2025

1 INTRODUCTION

Midland Group Training Services Limited (MGTS) is committed to delivering high-quality training, both apprenticeship and commercial, that ensure exceptional customer satisfaction for all stakeholders and clients.

As a customer-centric organisation, MGTS recognises that our customers include both learners, apprenticeship employers and purchasers of our courses and services. We embed a culture of continuous improvement, striving for excellence and industry leadership in all that we do.

Our commitment to quality is driven by strong management leadership, clear communication, and exemplary standards. This is reinforced by the skills, knowledge, experience, and dedication of our employees, ensuring the consistent delivery of outstanding provision.

2 MGTS QUALITY OBJECTIVES

1. **Relevant Training & Assessment** – Deliver training and assessment activities that are aligned with the needs of learners, their employers, the requirements of the Education Inspection Framework (EIF) and the requirements of the Awarding Bodies we work with.
2. **Excellence in Engineering Training** – Deliver high-quality technical training that develops advanced engineering skills, ensuring our learners become highly skilled, competent, and industry-ready engineers.
3. **Clarity in Delivery** – Ensure all training and assessment activities are designed and delivered with clarity, conciseness, and effectiveness.
4. **Customer-Centric Approach** – Provide training and assessment at a time and in a manner that fully supports and meets the diverse requirements of our customers.
5. **Professional Leadership** – Lead with professionalism, applying industry expertise while fostering a supportive and encouraging learning environment.
6. **Access to Resources & Expertise** – Ensure learners have access to competent staff, relevant learning opportunities, modern equipment, and up-to-date technology to enhance their training experience.
7. **Market Awareness & Responsiveness** – Maintain a high level of industry knowledge and adaptability to respond rapidly to evolving customer and industry needs.
8. **Fulfilling Industry Requirements** – Meet and exceed the training and development needs of the local and national engineering industry, ensuring we play a part in providing a skilled and competent workforce.

9. **Social Contribution** – Actively contribute to society by supporting economic growth, workforce development, and opportunities for lifelong learning within the communities we serve.
10. **Apprentice Development** – Support the personal and professional growth of our apprentices, equipping them with the skills, knowledge, and behaviours needed for successful careers.
11. **Continuous Improvement** – Enhance the effectiveness of the quality management system through ongoing review, audits, data analysis, and proactive corrective and preventive actions.

3 QUALITY MANAGEMENT STRUCTURE

At MGTS, quality is a shared responsibility across all employees. However, ultimate accountability for the management of quality provision and the overarching documentation system rests with the Chief Executive. The management of quality is structured through the documentation system, which outlines how each area is organised to comply with the quality objectives, ensuring consistency and adherence to best practices.

The Chief Executive ensures that all top-level documents are reviewed and approved in alignment with MGTS's quality standards and organisational management.

MGTS's documentation system is structured into four key categories:

- **Business Policies (BS)** – Governance and operational policies
- **Safeguarding Policies (SG)** – Policies related to learner welfare and protection
- **Teaching & Learning Policies (TL)** – Guidance on training and assessment delivery
- **Apprentice Policies (AP)** – Policies specific to apprentice development and support

Each document follows a structured numbering system:

- The **category code** (BS, SG, TL, AP) identifies the policy type.
- The **first number** indicates the document level.
- The **subsequent number** serves as the unique policy identifier.
- A **letter suffix** denotes the document revision.

For example, the Quality Policy is labelled **BS.1.03.a**, where:

- **BS** represents a Business Policy
- **1** denotes a top-level document
- **03** is the unique policy identifier
- **a** indicates the first revision

The Chief Executive approves all top-level documents (**Level 1**). Lower-level documents (**Level 2 or higher**) are considered child documents of their corresponding top-level policies. The Chief Executive delegates authority to the Quality Manager to approve these subordinate documents, ensuring they align with and support the overarching policies.

Policy Owner: Quality and Compliance Manager and Designated Safeguarding Lead

Date	Summary of Changes	Version:	Author (Updated by):
February 2025	Rewrite of the MGTS Quality Policy, new Quality Objectives, addition of explanation of Documentation Structure.	BS.1.03.a	Ruth Plane Quality & Compliance Manager (DSL)

Next Review: February 2026

Policy Approved By:



David Bridgens
Chief Executive
19.02.2025