



Ixion Group

Quality Policy

INTRODUCTION

The Ixion Group of Companies (Ixion) is committed to raising the standard of provision by making our customers the focus of everything we do. We will meet our obligations to partners and key stakeholders and enhance customer satisfaction, by delivering provision to a high standard. Ixion aims to provide an excellent 'quality' service to its customers at all times, on time and within budget.

Ixion operates a Quality Management System that has gained the following:

- BS EN ISO 9001: 2008 [Ixion CG only]
- Investor in People
- Matrix

Ixion is accredited to deliver with the following awarding bodies:

- BIIAB
- British Computer Society
- British Safety Council
- City & Guilds
- Edexcel
- OCR
- Royal Institute of Public Health

All members of staff are responsible for, and have an impact on, the quality of our service and delivery. To achieve this:

- Company policies, procedures and documentation will be designed to ensure they are based on clear concepts of quality of delivery;
- Ongoing consultation will take place with all staff to ensure a high standard of working practice is developed and implemented via company procedures;
- All staff will adhere to all company policies and procedures at all times to ensure that quality of delivery is at the centre of our business;
- We will maintain and build on our Matrix quality standard accreditation for information, advice and guidance services.

Ixion management has a continuing commitment to:

- Developing and improving the Quality Management System;
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Communicating throughout the company the importance of meeting customer needs and legal requirements;
- Establishing the Quality Policy and its objectives;
- Conducting Management Reviews of the effectiveness of the implementation of the Quality Management System;
- Ensuring the availability of resources.

To ensure that the standard of provision remains high and continuously improves, we will underpin the work we do with a Continuous Improvement Framework. As part of this Framework, quality assurance will take place with local delivery, partner delivery and management levels, and the outcomes progressed through open and honest sharing of information. We will also carry out an annual self assessment to the criteria specified by the Ofsted Common Inspection Framework, and as laid out in our Continuous Improvement Framework. Our findings will be used to produce a development plan to improve the quality of our service and delivery.

Ixion has an Internal Verification Strategy in place for all national vocational qualification (NVQ) programmes delivered. This is strictly adhered to at all times by the lead internal verifier, and is used to maintain quality assurance for all NVQ's.

Our provision will be continuously improved through regular performance reviews, use of monitoring and feedback from all of our stakeholders, and robust management of our internal auditing system. The Framework for Excellence results will also be reviewed, and used to enhance our provision.

RESPONSIBILITY FOR IMPLEMENTATION THIS POLICY

We believe that it is everyone's responsibility to ensure this policy is implemented. Roles and responsibilities are as follows:

- The Group Chief Executive has overall responsibility for ensuring that sufficient resources are available to facilitate the effective implementation and maintenance of this policy. The Group Chief Executive is accountable to the Ixion Holdings Board;
- The Head of Quality and Compliance has responsibility to ensure that all processes and procedures are in place to promote quality within the Company;
- All Ixion employees are responsible for following quality processes and procedures.

RESPONSIBILITY FOR MONITORING THIS POLICY

This policy will be reviewed annually (or more frequently, if legislation and best practice make it necessary) by Lee Bartrip, the Quality Manager for Ixion Holdings, and Pat Phillips, the Head of Quality and Compliance for Ixion CG, in order to ensure its continuing relevance who in turn are represented on the boards by their director and Group Finance and Corporate Services director, Rachael White

Any changes to the policy will be communicated to all employees.