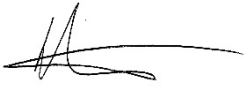

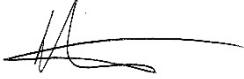

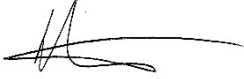




## QUALITY POLICY REVIEW RECORD

The development history of our documentation is recorded to demonstrate that we have reviewed and updated our quality Policy. We will review our documents ourselves, in conjunction with our Consultants, periodically, but no less than once per year. We will communicate any changes to the staff affected and implement any new arrangements or requirements.

**Quality Policy first issue date: 24/08/2019**

Date of Policy Review	Brief Description of Changes	Signed for the Organisation	Consultant Witness Signature
August 2020	- Annual Review rev 1.1	 Steve Hembury	 Kevin Bennett
January 2021	- The inclusion of CE/UKNI resources section within policy rev 1.2	 Steve Hembury	 Kevin Bennett
June 2022	Annual Review	 Steve Hembury	 Kevin Bennett
June 2023	Annual Review - Expansion of the policy document to endorse more scope of Eyton's services to the quality policy - Introduced a defined description of competency through skillsets within the organisation. - Updated monitoring intervals to align with a true reflection of how this is carried out by Eyton. - Update to better define the input and process of our quality systems to achieve the correct output		 Kevin Bennett

## Quality Policy Statement

Eyton Solutions Ltd has developed a quality system for continuous process improvement and the avoidance rather than detection of problems. It is our aim to supply quality consultancy and training delivery services, in order to do this, we intend:

- To establish strong relationships with both customers and accredited bodies who contribute to improving the quality of what is purchased.
- To monitor quality and to identify problems.
- To develop and build a quality internal management system based upon employee involvement and the maintenance of the quality policy.
- To provide employees with the support needed to supply quality training and services to all customers.
- To properly communicate the company mission and objective statement to all employees.
- To give individual responsibilities and accountability for the quality system to employees.
- To establish an environment that supports the production and delivery of high-quality consultancy and training delivery services.
- To increase the company's standing in industry by way of improved quality and productivity.
- The company will periodically review its Quality Policy to ensure it reflects both business and customer requirements.



Steve Hembury  
Managing Director

20/06/2023



## Quality Assurance Overview

Eyton Solutions Ltd is committed to ensuring that the systems, policies and procedures in place for the delivery of quality consultancy and award of qualifications are continually monitored and reviewed.

The combination of Eyton Solutions Ltd quality assurance arrangements makes sure all individuals involved in the delivery and assessment of its consultancy services and qualifications can be confident of their continued quality and suitability. In this way, we promote public confidence, maintain the national standards and legislation, whilst protecting the interests of our clients and Learners.

We require Eyton Solutions trainer staff to read and understand our key policies and procedures and to abide by their contents. Eyton Solutions staff are responsible for keeping up to date with any information and guidance issued through bodies and Standards organisations such as but not limited to IOSH and BSI, any communications regarding changes in policies, systems or procedures.

## Eyton Solutions Ltd Quality Assurance Inputs, Processes and output

Eyton Solutions Ltd requirements for quality assurance system are designed to make sure that over time all consultancy services such as advice, documentation produced for client systems, Trainers, qualifications, units, assessments including the premises areas within our control, are quality assured with the desired effect of improvements of safety in our clients culture, compliance systems, management and buildings so that people live longer, healthier and happy lives. In this way, all individuals involved in the delivery of all services of Eyton Solutions Ltd and other accredited bodies can be assured of their consistency, validity and reliability.

Steven Hembury is responsible for making sure that adequate quality assurance management system is carried out in line with this document and any specific quality assurance guidance developed for each service suite it makes available. This process fundamentally breaks down as the requirement to ensure company financial stability, staff numbers and capability, staff competency, Infrastructure equipment (i.e office, laptops, transportation etc.) are in place to provide the service.

Eyton Solutions Ltd is committed to ensuring a high level of organisational competence within its organisation and has created a training matrix detailing the consultants and trainer's level of knowledge and CPD records kept to demonstrate levels of experience in services of safety associated topics at a deemed 'competent level'.

This starts at the beginning of any consultants employment with the business meeting a specified job criteria and expected qualifications.

Eyton Solutions Ltd also encourages any apprentices that are taken onboard to aspire to this level of competency in the works that they do.

Eyton Solutions Ltd also understands and accepts that to maintain a high level of competency to deliver top quality service to its customers, the turnover rate of staff must be kept to an acceptable level. As such, ensuring a happy working environment is established is also a key process within our organisation to ensure the desired output for the business.

All Eyton Solutions Ltd internal quality assurance activity must be recorded and be made available for review on request by any accreditation organisation or other authoritative governing body/quality assurers such as but not limited to the HSE.

Steve Hembury CMIOSH will be the Internal Quality Assurer (IQA) for Eyton Solutions to ensure that all levels of consultancy service and training given by the Eyton Solutions Ltd is of the highest quality standard.

## Monitoring & Review

Eyton Solutions Ltd will meet on a monthly basis as a team to gather feedback on current consultancy service and training issues as well as look at the plan ahead. At this meeting the predominant issues or good feedback will be raised with the team for continual improvement.

Steve Hembury CMIOSH will conduct one to one scheduled meeting on a 6 monthly basis, which will consist of planning ahead and current CPD demonstration through the online IOSH portal/Fire Safety accrediting bodies which is expected to be up to date. Records of current and latest CPD records will be placed within the consultants personnel folders on the Eyton Solutions Cloud based record system.

Feedback forms will be made available to the client in the circumstances that:

- A consultancy service has met its natural completion
- At the end of each training course delivery for those attending to fill out.
- At 6 monthly intervals for consultancy services serving a fixed term contract

These forms will then be collated by the administration team and their significant findings with a summary given to Steven Hembury at 6 monthly review intervals to ascertain a wide picture of performance across each product delivery. Any complaints made by the client or delegates will follow the details within the complaints procedure written within the complaints policy.

### Delegate Levels (Training Delivery Services)

Eyton Solutions Ltd need a minimum and maximum delegate requirement for each qualification course they deliver for delegates to get the most out of the course they have enrolled on. This will often be driven by an accredited body;

SSSTS & Refresher	4-20 Delegates	CITB
SMSTS & Refresher	4-20 Delegates	CITB
Manual Handling	3-12 Delegates	Highfields
Fire Warden	3-12 Delegates	Highfields
Fire Management/ Premises controller	3-12 Delegates	Eyton Solutions
Abrasive Wheels	3-12 Delegates	Eyton Solutions
Small Plant & Power Tools	3-20 Delegates	Eyton Solutions
Vehicle Warden	3-12 Delegates	Eyton Solutions
IOSH Leading Safely	3-20 Delegates	IOSH
IOSH Managing Safely	3-20 Delegates	IOSH

### Resources

Eyton Solutions Ltd must make sure sufficient resources are available to ensure objective and impartial quality assurance at all times. This will include but not necessarily be limited to;

- Course material (paper of various colours, pens etc.)
- Trainer (Suitably qualified trainer to deliver the training)
- Competent consultants for each appropriate line of work/expertise
- Welfare facilities (suitable area for breaks, fresh running drinking water and heating facilities)
- Suitable teaching area (Classroom)
- Consultancy laptops/computing equipment
- IT support
- Media accounts/services
- Accreditation body memberships

Steve Hembury (Managing Director) of Eyton Solutions Ltd is responsible for ensuring that all resources are appropriately funded and in place for all the consultancy team, delegates and trainers.

### Supply of resources (CE/UKNI Marking)

Eyton Solutions Ltd commits to ensuring that we resource any and all of our products from responsible suppliers using our approved supplier register.

Eyton Solutions will ensure that any but not limited to Personal Protective Equipment (PPE), teaching equipment, tools used within our operations have reached an appropriate trading standard for CE/UKNI marking from a reputable supplier.

Only PPE recorded as issued by the company and equipment recorded on a company approved register may be used by our staff.

## Qualifications, Knowledge and Experience

Consultancy services provided shall be deemed as competent in their development and would be considered to meet the **minimum criteria** under the following specification:

Skill/Competency Set	Qualification	Experience membership
Junior Health & Safety Consultant/ Apprentice	Working towards or possessing a Level 3 qualification in Occupational Safety & Health	AIOSH & above
Health & Safety Consultant	Level 3 qualification or higher in occupational Safety & Health such as NEBOSH or similar	TIOSH & above
Proficient Health & Safety Consultant	Level 5/6 qualification or higher in Occupational Safety & Health such as NEBOSH or similar	CMIOSH & above
Junior/qualified Fire Door Inspector	FDIS Diploma in fire doors	DipFD and 6 months of experience
Certificated Fire Door Inspector	FDIS Certificated Fire Door Inspector	CertFDI
Junior Fire Safety Consultant/Apprentice	Working towards or possessing a Fire Risk Assessment qualification at level 3 Tier 1 Fire risk register	Student or above
Fire Safety Consultant	Level 3 qualification or higher in Fire Risk Assessment and/or Fire Safety Tier 2 Fire risk Register	TIFireE/TIFSM & above
Proficient Fire Safety Consultant	Level 4 qualification or higher in Fire Safety Nationally Accredited Fire Risk Assessor (NAFRAR) with UKAS accredited individual certification	MIFireE/MIFSM & above

Trainer's must be suitably competent, experienced and qualified to quality assure specific qualifications. This will often be driven by a relevant accredited body. Those not listed below should refer to the requirements of the relevant accredited body;

Fire Management/Premises Controller	Qualification at Level 4 in Fire Safety	GIFireE/AIFSM
Abrasive Wheels	Train the Trainer qualification	TIOSH & above
Small Plant & Power Tools	Train the Trainer qualification	TIOSH & above
Vehicle Warden	Train the Trainer qualification	TIOSH & above

## Roles and Responsibilities

Steve Hembury CMIOSH (Managing Director) must undertake specific quality assurance activities:

- IMS Audits and quality assurance reviews
- Desk based reviews
- Trainer observations
- Action plans (where required)
- Records

Overall Steve Hembury CMIOSH should:

- Review qualification delivery and assessment practices, providing guidance and support to support consultants and trainers as required
- Ensure quality and consistency of service delivery, assessment and administration across all consultants and trainer's employed
- Maintain adequate records of quality assurance activity
- Review the quality of Eyton Solutions premises and equipment and make appropriate rectifications where applicable
- Follow up on the progress/resolution of action plans
- Ensure that the resources are put in place to deliver the commitment of the quality policy

### **IMS Audits**

Internal Management System audits provide the aspect of ensuring that all areas of the management systems meet the requirements of the commitments of this policy and ISO standards. These will be predetermined within an IMS schedule and carried out by Steven Hembury in accordance with this schedule.

### **Desk Based Reviews (Training Delivery Services)**

Desk based reviews provide the opportunity to sample and evaluate the quality and reliability of documentation completed during the delivery and assessment of a qualification. Steve Hembury CMIOSH will confirm the quality of record keeping, the authenticity of Learner evidence and accuracy and consistency across assessment decisions.

Sampling will take place by Steve Hembury CMIOSH. For trainers conducting a course/subject for the first time, 10% of their evidence documentation will be submitted to Steve Hembury CMIOSH for review. If deemed satisfactory by Steve Hembury CMIOSH on initial assessment, then sampling from that trainer relating to that subject for the first annual year will be required during the first 6 months. After the 1<sup>st</sup> year, this will fall to 10% of their evidence documentation per annual year throughout the trainers employment.

**Unsatisfactory Sampling;** At any point of the sampling process irrespective of teaching experience, if Steve Hembury CMIOSH determines that the quality and reliability of documentation has fallen below the company quality standard during the sampling process, then 100% of that course material will be requested for full review. From the results of the full review, the necessary additional training, observations and action plan will be created and implemented for that trainer.

### **Trainer Observations (Training Delivery Services)**

During a Trainer observation Steve Hembury CMIOSH will witness qualification delivery first-hand in order to verify the quality of teaching and the validity of assessment methods. Observing qualification and assessment delivery allows Steve Hembury CMIOSH to produce evidence that confirms that Learners are meeting all of the learning outcomes for a qualification and that Learner results accurately reflect their ability.

### **Action Plans**

Steve Hembury CMIOSH is responsible for providing consultants and trainer's with feedback on the results of their quality assurance activities across all service deliveries. This will be done through the method of appraisals periodically (unless sooner performance discussions are required)

Steve Hembury CMIOSH will decide whether Consultants or Trainers require further support and/or training. If so, he will develop an action plan that outlines the issue raised and the detail of any recommendations, outlining the issue raised and recommendations for remedial action taking into account timescales.

## **Records**

Steve Hembury CMIOSH will regularly review consultancy service and course documentation content and delivery across all of the following:

- Client systems documentation and legal documentation
- Qualifications
- Units
- Assessments
- In addition to reviewing:
- Trainer qualifications/CPD
- Venues
- Equipment

## **Record Keeping**

Eyton Solutions Ltd will retain records for a minimum of 6 years. Records must be made available to accredited bodies or authorities on request. This includes:

- Course documentation including Learner Registers, learner evidence (e.g. Answer Papers), records of assessment decisions and feedback forms
- Client policies, risk assessments, Fire strategies, relevant email correspondence, audits and inspections, on the job training (toolbox talks) etc.
- Internal quality assurance documentation including Desk based review forms, Trainer observation forms and details of any action plans.
- Records of reasonable adjustments/special considerations and any supporting evidence
- Records of appeals, enquires and complaints