Quality Improvement
Specific Webinar Content Summaries

Webinar 1

The development and use of a Quality Cycle.
- What is and what is the purpose of a Quality Cycle?
- Qualitative and Compliance components of the cycle.
- When does the cycle start and stop – or does it?
- Should an organisation have one or many Quality Cycles and who owns them?
- Creating Visual representations to enable sharing.

Webinar 2

The key elements of an effective Quality Management System.
- Why define the components of a QMS?
- The information input elements.
- The people elements.
- The documentation elements.
- How a QMS should contribute to process quality improvement.
- The ultimate test of effective QMS is?

Webinar 3

A Risk Assessment approach to subcontractor management.
- Rigorous subcontractor recruitment.
- Identifying relevant and measurable risk factors.
- Risk weightings and ratings – what constitutes high, medium, and low risk.
- Gathering information to enable risk judgements.
- The characteristics of an effective risk assessment tool.

Webinar 4

Measuring Subcontractor learner journey process quality.
- Identifying and prioritising the processes impacting on learners that will be measured.
- How to define process quality in an easily measurable way.
- Designing process performance quality standards against which to measure performance.

Webinar 5

The components of an Hollistic Subcontractor Performance Management Tool.

- The value of a system that delivers a sophisticated 'at a glance' facility to quickly identify the performance status of all an organisation's subcontractors.
- The dangers of trying to develop a single overarching performance measure for each provider.
- Identifying the processes that should be incorporated within the performance management tool.
- The value of incorporating process performance quality standards within the management tool.
- The role of risk ratings within an effective management tool.

Webinar 6

Risk based quality assurance and improvement.

- What does the term risk outside of the health and safety domain, mean in a learning provider context?
- What are risk factors and why are they important?
- The importance of identifying relevant risk factors reached significant organisation process.
- The importance of being able to measure risk facilitate cost-effective action to monitor quality assurance and improvement.