

# QUALITY POLICY

*(POL031)*

**2025/26**

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BE THE FUTURE**



## DOCUMENT REVISION CONTROL

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### REVISION HISTORY

Date	Author	Version	Change Reference
01/09/2024	Kristian Hudson	V11	Annual renewal
11/09/2025	Kristian Hudson	V12	Annual renewal – changed include adapting name from Quality Improvement Policy to just Quality Policy. Also restructured the policy to ensure there is reference to the QMS and updated objectives for 2025/26.

### REVIEWERS

Change Requested By	Change Actioned By	Date
Kristian Hudson	Kristian Hudson	11/09/2025

### DISTRIBUTION:

Date	Distributed to	Version	Distribution Format
11/09/2025	All staff	V12	Added to company SharePoint



## QUALITY POLICY

### Introduction

At Baltic Apprenticeships, our mission is to accelerate careers through accessible, high-quality education that inspires life-long learning and personal growth. Baltic Apprenticeships aims to provide the highest quality provision and success rates for its learners and employers across all programmes in its endeavour to achieve compliance, consistency and continuous improvement.

This focus is underpinned by leadership and management, and we are committed to:

- Providing high-quality apprenticeship and adult skills programmes that meet the needs of learners, employers, and industry.
- Excellence in performance and embedding a culture of continual improvement across all areas of our Quality Management System
- Setting, monitoring, and reviewing measurable quality objectives that align with our strategic priorities and ensure the highest standards of teaching, learning, and assessment
- Effective integration of quality improvement arrangements into strategic and business planning
- Effective use of management information to monitor the quality and performance of provision and to plan for improvements at all levels across the organisation
- Effective systems are in place to ensure strong financial and performance management.
- Working closely to build relationships and partnerships with industry and other external bodies
- Arrangements which provide and support equality and diversity
- Supporting our people with the training, resources, and professional development needed to deliver excellence.

This Quality Policy provides the foundation for establishing and reviewing our quality objectives. It is communicated across the organisation, regularly reviewed for continued suitability, and is available to learners, employers, and other interested parties.



## 1. Company Overview / Organisational Context

**Baltic Apprenticeships** is a leading provider of apprenticeship training and recruitment services across the UK. Established to bridge the gap between education and employment, we specialise in delivering high-quality digital and tech apprenticeships that empower individuals and support business growth.

Our services are designed to meet the evolving needs of employers and learners, with a strong focus on innovation, learner support, and employer engagement. We operate in a dynamic and regulated environment, working closely with government bodies, industry partners, and educational institutions.

Our organisational context is shaped by:

- The needs and expectations of our learners, employers, and regulatory bodies
- The competitive landscape of apprenticeship training
- Technological advancements in education delivery
- Our commitment to continuous improvement and compliance with statutory and regulatory requirements

## 2. Scope of the Quality Management System (QMS)

The scope of Baltic Apprenticeships' Quality Management System (QMS) covers the design, development, delivery, and support of apprenticeship training and recruitment services across all operational locations in the UK.

This includes:

- Learner onboarding and support
- Employer engagement and account management
- Curriculum development and delivery
- Quality assurance and compliance monitoring

The QMS applies to all departments and functions that influence the quality of our services. There are no exclusions from the requirements of ISO 9001:2015.

The scope has been determined based on the nature of our operations, the needs of interested parties, and the strategic direction of the organisation.



### 3. Interested Parties and Stakeholders

Baltic Apprenticeships recognises the importance of understanding and addressing the needs and expectations of relevant interested parties. These stakeholders influence or are affected by our ability to consistently provide quality services and meet regulatory requirements.

Our key interested parties include:

- **Learners** – seeking high-quality, supportive apprenticeship experiences
- **Employers** – requiring skilled apprentices and tailored training solutions
- **Funding and Regulatory Bodies** – such as the ESFA and Ofsted, ensuring compliance and performance
- **Internal Staff and Delivery Teams** – responsible for delivering and supporting our services
- **Partner Organisations and Subcontractors** – contributing to service delivery
- **Parents and Guardians** – particularly for younger learners
- **Local Communities and Industry Sectors** – benefiting from workforce development

*\*\*refer to 4.2 Interest Parties Register for further details*

We regularly review the needs and expectations of these parties to ensure our QMS remains relevant and effective.

### 4. Quality Objectives

This Quality Policy provides the framework for establishing and reviewing our quality objectives, which are defined and monitored in line with the SMART (Specific, Measurable, Achievable, Realistic, and Time-specific) framework to ensure relevance and accountability. They are reviewed regularly as part of our management review process to ensure continual improvement.

Current quality objectives include:

- **Learner Satisfaction:** Achieve and maintain a learner satisfaction rate of **90%** or higher across all programmes in 2025/26.
- **Employer Engagement:** Maintain an employer satisfaction rate of **90%** or higher across all programmes in 2025/26, with regular feedback loops.
- **Timely Achievement:** Ensure that at least **95%** of apprentices expected to complete in 2025/26 academic year complete their programme within the planned time frame.



- **First Time Pass:** Ensure at least **95%** of apprentices pass their apprenticeship End Point Assessment at the first attempt in 2025/26.
- **Higher Achievement:** Aim to stretch and challenge learners to achieve the highest of standards with Merit or Distinction outcomes (*88% IT, 71% DM, 82% SWD, 95% Data*) in 2025/26.
- **Compliance and Audit Readiness:** Ensure compliance and audit checks are conducted in line with agreed strategy to comply with funding and audit requirements.
- **Early Retention:** Ensure **93%** of all apprentices reach the 120-day point of their programme.
- **Staff Development:** Provide comprehensive CPD opportunities per year for all delivery staff.
- **OFSTED Readiness:** Follow quality strategy to ensure the business is prepared for an OFSTED inspection at any given time, aligning practices to the Education Inspection Framework.

These objectives are monitored through KPIs, internal audits, and feedback mechanisms, and are communicated throughout the organisation.

## 5. Processes to Delivery the Quality Objectives

We shall achieve these objectives by carrying out the following activities:

- Conducting an annual Self-Assessment of our programmes of delivery in accordance with the Ofsted Education Inspection Framework.
- Implementing an annual Quality Improvement Plan (QIP) to address our areas for improvement and build on our strengths so that our service continues to improve.
- Conducting robust data analysis of performance data to identify trends and improvement areas with particular focus on achievements, retention and early leavers.
- Implementing effective management planning and monitoring tools including observations of teaching, learning and assessment, internal audit schedule, and quality and compliance audits such as quality deep dive and data driven activities.
- Implementing senior management led project working groups with a customer focused solution to a specific area for improvement. Project groups will be inclusive of key staff with direct customer involvement.



- Implementing communications that promote clear understanding of strategic aims, objectives and targets, policies, operating procedures and guidance notes.
- Delivering a high level of customer service to all key stakeholders, and detailed analysis of customer feedback and complaints.
- Regular monitoring and reporting of quality improvement arrangements to the Senior Management Team
- Supporting staff through monthly one-to-ones and continuous professional development to improve their skills and knowledge.
- Internally auditing our systems and key procedures to identify non-compliance and areas for improvement.
- Benchmarking our performance through analysis of Ofsted inspection reports and other good practice materials.
- By effective programme and resource management and enabling an innovative curriculum development team.
- By controlling and developing all learning materials and established best practice
- By embracing and acting upon (analysis and evaluation) external opinion such as that received from Awarding Bodies, Sector Skills Councils, the Education and Skills Funding Agency, auditors, Ofsted and external consultants.

## 6. Roles and Responsibilities

Quality is everyone's responsibility; it cannot be achieved by one person. Success demands that every employee of Baltic Apprenticeships thinks and acts with a continuous focus on quality. The policy does highlight some key stakeholders below who hold responsibilities with the QMS:

- **Head of Quality:** Overall responsibility for implementing the Quality Policy, coordinating SAR, and monitoring QIP delivery.
- **Director of Support Services:** Oversees internal audit activity and schedules.
- **All Staff:** Responsible for upholding quality standards in line with job descriptions.



## 7. Communication & Review

This Quality Policy is reviewed annually to ensure continued suitability and effectiveness. Once approved, it is uploaded to the company's central hub, where it is accessible to all staff.

To ensure awareness and understanding, the Quality Policy is communicated through:

- **Company Wide E-mail Communication** – each year the policies are circulated following annual reviews to ensure key stakeholders have up to date understanding of the objectives and expectations.
- **Employee Onboarding** – introduced as part of the induction process for all new employees, ensuring alignment from the outset.
- **Central Hub** – the quality policy is stored in the central hub along with all other company policies that all staff have direct access to. Links to this are shared in the company wide e-mail communication.
- **Company Website** – published externally for learners, employers, and stakeholders.

Through these measures, we ensure that all staff are aware of the Quality Policy and understand their role in upholding it.

## Related strategies and policies

The following documents inform our Quality Assurance Arrangements:

- Strategic and Business Plan
- Internal Quality Assurance (POL055)
- Observation of Teaching, Learning and Assessment (POL034)
- Manager Observations (POL035)
- Internal Audit Strategy (POL005)
- Feedback and Complaints Policy (POL039)

## Signed on behalf of SLT:

Name: Antony Hobbs

Position: CEO

Date: 11<sup>th</sup> September 2025