

PROVIDING QUALITY TO CUSTOMERS

Course Code(s)	Course Date(s)
PQ	21 st November 2013

Main Aim and Key Benefits:	Ensuring that the key standards of your College are met by all staff is essential so that the quality of the service you offer is not affected. This course will cover quality assurance and control and give delegates skills relating to quality systems, monitoring quality and methods to improve quality and measure improvement.
Course Content	<ul style="list-style-type: none"> • What is quality? • Total Quality Management • Quality assurance and quality control • Improving quality • Personal action plan
Training Methods:	<ul style="list-style-type: none"> • Presentations • Group discussions and exercises
Who will benefit from attending:	Bursars, Assistant Bursars, Heads of Department and Senior Supervisors or any other personnel responsible for setting and maintaining College standards
Duration:	1 day
Certification:	OBT and Progressive Training
Fee (excl VAT):	£167.50
Training Provider:	Progressive Training