



# RB Services Quality Assurance Policy

## Section 1 – Introduction

The Organisation is committed to ensuring that the quality of training and support services is consistent and of a high standard.

Employees are made aware of the existence of this policy and have open access to it:

- On paper in a folder.
- Electronically on the internal network.

The policy is reviewed annually and may be revised in response to feedback from employees.

## Section 2 – Policy Statement

### Quality Assurance Policy

We are committed to providing effective services by employing competent staff to ensure that the quality of our services is at a consistently high level. Training will be delivered to meet the identified needs of individual clients if necessary.

#### To ensure this the Organisation will:

1. Regularly collect and analyse the views of clients. The information collated will be studied and if necessary, be used to bring about any improvements.
2. Collect and analyse feedback about our courses and other services from employees and service users.
3. Audit and review key documents, processes and procedures to ensure that they meet the needs of the Organisation and where appropriate the requirements of legislation.
4. Ensure that policies, procedures and guidelines are being adhered to.
5. Have systems in place to ensure that the Organisation consistently meets the requirements of any external bodies with which they hold accreditation.
6. Have arrangements in place to support the collection and analysis of data and regularly analyse this information to identify areas for individual and organisational improvement.



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7. Have arrangements in place to monitor employees within the organisation, which will lead to the setting of targets and the identification of opportunities for continued professional development.

## Quality Assurance Framework

The Organisation will use the following arrangements to both, assure the quality of the training and services that they deliver and to bring about continuous improvement.

1. Collection and analysis of feedback from clients
2. Collection and analysis of feedback from employees
3. Audit and review of key documents, processes and procedures

Signed :

A handwritten signature in blue ink, appearing to read 'R. Buckle', is placed over a light blue rectangular background.

Dated: March 2018