



Quality Assurance Policy

Reviewed: 27/02/2023 | Next date for review: 01/03/2025

Introduction

The overall aim is to ensure the provision of high quality services by Running Deer, which meet the needs, expectations and potential of our users and clients, and are supported by systems of internal and external user and client care.

Principles of the Quality Assurance Policy

The principles underlying quality assurance are:

- That all staff are accountable and responsible for ensuring that the very best quality of service is provided to all our users and clients whether internal or external to the organisation.
- That we will seek to achieve continuous improvement of quality in all areas of our work so those internal and external users and clients are provided with a better and improving quality of service.
- That all areas of work are subject to continuous monitoring, evaluation, and review
- That the policy is actively led by the board of directors and supported by all staff.
- Staff are supported and trained to provide a high quality service.

The main objectives of the policy are to:

- Review all aspects of Running Deer activities, on a regular basis, in order to provide self-assessment data.
- Develop, maintain and continually improve a range of quality operational procedures covering all aspects of the operation.
- Systematically audit procedures and give feedback to staff.
- Support staff in the performance of their professional roles.
- Support the co-ordination, preparation and arrangements for the provision of evidence for the use of external verifiers, examiners, auditors and inspectors.
- Give advice and feedback to departmental and senior managers on areas for further improvement.



Quality Assurance Strategies that will be adopted are:

- Daily user feedback monitoring through journey logs
- Self-assessment – is the key annual process:
- through which the strengths and weaknesses of all aspects of Running Deer are identified,
- which provides direction for identifying action for improvement with clear targets and deadlines,
- which is informed by the outcomes of all other quality assurance strategies employed within the school
- which involves, and is the responsibility of all members of staff
- Feedback-will form part of the self-assessment process, review and action planning

Responsibilities

Everyone is responsible for ensuring quality within his / her area and fully implementing and managing the appropriate quality assurance procedures.

Tutors are responsible for ensuring the quality of the students' experience with Running Deer. This includes the utilisation of appropriate learning and teaching strategies and making sure that the students are effectively counselled, advised and tutored throughout their programme

Support staffs are responsible for ensuring the quality of the student experience within their area of work.

Ultimate responsibility for quality across the school is held by:

Joanna Winterburn, Managing Director

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