

Quality Assurance Policy

1. Purpose

This policy explains how we ensure that the delivery of our services remains high quality through a process of continuous improvement.

2. Principles

Quality is important to our business because we value our participants. Delivering positive outcomes for our learners is at the heart of what we do. We constantly seek to improve performance across all areas of company business as this impacts the outcomes we can deliver for learners.

We are committed to continuous improvement and have established a Quality Management system which provides a framework for measuring and improving our performance.

The areas in which we assess quality on an ongoing basis are:

- ‘Learner Outcomes’; the positive achievements made by our learners by taking part in Purple Patch activity.
- ‘Impact’; the changes we make for individuals, communities and society through our work.
- ‘Communications’; the processes we use to keep in touch with learners & their support networks, referrers, partners, funders and stakeholders.
- ‘Equality and Diversity’; evaluating whether we have any systems or processes that could disadvantage some people.
- ‘Governance’; how the organisation and its finances are managed.
- ‘Safety and Safeguarding’; the practices we have to keep everyone safe.
- ‘Workforce’; the staff and volunteers who work with us.

3. Quality Systems and Processes

We have the following systems and procedures in place to support us in our aim of total participant satisfaction and a culture of continuous improvement throughout our organisation:

- Regular gathering and monitoring of Learner and Partner feedback
- A complaints policy and procedure
- Regular audits of our internal processes and procedures
- Regular performance reviews and ongoing development of our team
- Measurable quality objectives linked to our strategic business objectives

- Evaluation and management reviews of learner and partner feedback and complaints

All of our internal procedures are reviewed regularly, and these are made available to all people who contribute to the achievement of our strategic objectives.

4. Responsibilities

While the CEO has ultimate responsibility for quality within Purple Patch, all employees have a responsibility within their own areas of work to help ensure that quality is embedded through the company.

5. Review

This policy will be reviewed annually.