

GBWCT POLICY

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QUALITY ASSURANCE

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. The Golden Bay Workcentre Trust will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help clients, participants and learners achieve the highest possible outcomes for themselves.

1.0 Purpose

The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning. The Quality Assurance Policy and associated procedures will involve all employees and the management of the process will be through the existing organisational structure. GBWCT Management will initiate these procedures and agreed action plans which will help form both individual and programme development plans.

2.0 Objectives

To work in partnership with clients, participants, and students to ensure that their needs are fully understood so that the right quality services are provided.

Actively seeking client feedback to use as a format for continuous assessment and improvement.

Training and development of employees to ensure that they are capable of undertaking the work required to achieve the highest level of service in accordance with the GBWCT (and external) Health and Safety, and other quality standards.

Appropriate resources are provided to ensure timely and appropriate services are delivered.

Progress towards the quality objectives is monitored

3.0 Process

The quality assurance procedures will be founded in a process of regular self-evaluation by internal audits and observations, in addition to employee and client feedback.

The quality procedures will seek the views and perceptions of clients and learners and other stake holders who receive benefit from our various services.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

Training

In order to provide a quality service, GBWCT requires staff to be suitably trained, supervised and supported.

Each member of staff will have a yearly performance review in which their training needs are identified and a plan made as to how such needs will be met.

Monitoring

An important element of the improvement process is management follow-up. As such, the quality policy and management system are reviewed and updated regularly to take account of changing circumstances and client requirements.

Establishing a timetable for regular BoT, programme, and general staff meetings, to review progress.

Ensuring that all the improvement tasks are reviewed regularly and relevant action is taken where necessary.

Help is given to resolve any problems that are being encountered in achieving any improvement.

Actions

The results of the quality control monitoring as stated above, will be used to:

- Inform the process for yearly strategic planning.
- Highlight issues for consideration by the BoT and Management.

- Provide feedback on actions taken with employees.
- Identify new initiatives and solutions that will improve the quality of service delivery to all of our programmes.

4.0 Policy Scope

It is management's responsibility to ensure that all quality policy and quality objectives adopted have been made known to all employees.

The BoT is responsible for the implementation of a management structure that is based on the experience, quality and commitment of its management team. Ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy, and the requirements of GBWCT funders is maintained and improved.

All staff are responsible for the implementation of the Quality Assurance Policy.

The General Manager is responsible for the regular review of the policy.