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Charity Number 111626 Company Number 5535863

ACHIEVING QUALITY POLICY

(WITHIN OTHER LEARNING ENVIRONMENTS AND SECTORS)

1. Aim of the Policy

At Activ8 Learning we are committed to achieving high quality in the way we deliver our services, the way we develop our people, and the way we function as an organisation. These aims will not be reached just by the application of a checklist of procedures. Rather, they require a distinct set of values and a style of working that run through everything we do. The purpose of this short policy statement is to identify the key components of these values and style of working. Specific quality monitoring tools will be used as appropriate in different areas of our work.

2. An ethos of quality

Our commitment to quality flows from our objectives as an organisation: to advance vocational education in customer service, team leading, management, advice & guidance, learning & development, functional skills, first aid, sport & recreation, employability skills, etc. The mission underlying this object has three elements:

- To enhance the status of learners as skilled professions and thereby to secure greater recognition for them;
- To improve, by enhancing learners skills, the quality of the employers workforce;
- To improve the sustainability of local communities through increased employment opportunities

We therefore value the skills, status and personal / professional development of the workforce that makes these experiences possible, and the sustainability of the settings where they take place.

It follows that we aim for high quality in the learning experiences we provide for our service users. Concern for quality demonstrates our respect for our learners as practitioners and in itself enhances their professional self-esteem. Further, through our concern for quality in learning, we offer our learners a role model that reinforces the importance of quality in provision for children. Quality in learning is thus not an optional extra: it is fundamental to our objectives.

3. Quality staff

Our highly qualified, professional and committed staff team is our most powerful asset as we strive for quality in learning. All staff, whether in management, administration, training, assessment or verification, are recruited either on the basis of existing relevant qualifications or with a commitment to acquire such qualifications within a specified time scale. Where relevant, staff members are required to go through a DBS check. Our ability to provide in-house staff qualifications, as well as post-qualification professional development, is one of our key strengths as an organisation in a field where relevant professional expertise is in short supply. Through our human resources and remuneration policies we will do our best to ensure that the high calibre of our staff team is maintained and enhanced.

4. Maintaining a focus on quality

To maintain a focus on quality in learning delivery, we are committed to continual improvement. As an organisation, we want to be honest and self-critical, to learn from our own experience and that of others, and to remain open to change. For Activ8 Learning to function in this way requires relationships of trust and openness between all members of the organisation. We therefore value the contributions of all members of the Activ8 Learning team, and will seek to create opportunities for feedback and dialogue. As noted above, we will also offer opportunities for further professional development to all staff. To take the argument one stage further: a focus on quality in staff development is not an optional extra, it is central to the attainment of our objectives.

5. Planning for quality in learning programmes

The achievement of high quality in learning programmes must be built into a continuous improvement cycle of "Plan: Do: Review".

We will endeavour to make our planning of learning programmes adaptable and responsive to changing learner needs and the external environment.

We will base the implementation of all learning programmes on appropriate quality standards and quality assurance processes. These may be external in origin (for example from Awarding Organisations, or Standard Setting Bodies) or internal, in the case of Activ8 Learning devised programmes. We will maintain our accreditation under the Awarding Organisations and Standard Setting Bodies Code of Practice for providers of playwork and all other training.

We will base the review process on thorough monitoring of all aspects of learning delivery, including evaluations from learners, employers and staff. We will endeavour to integrate the lessons learned from evaluation at each stage into planning for the next round of delivery.

6. Improving our performance as an organisation

Underpinning the achievement of quality in the delivery of learning programmes is our overall effectiveness as an organisation. The importance of values and working styles to our success as a learning organisation has already been stressed.

We will continue to work within the requirements of Matrix / Investors in People self-assessment quality assurance programme to identify areas for improvement, develop action plans to meet identified needs, make the necessary changes, and monitor and evaluate the results.

Actions arising from specific quality assurance programmes will be taken as required by Directors, the Centre Manager and other staff. We will review this quality policy as a whole at intervals of no longer than three years.

4. Date of adoption and review

This policy on Achieving Quality (within the children & young people sector) was adopted by the Directors / Trustees of Activ8 Learning on: 20th May, 2014

Signed on behalf of Chair of Trustees:

B Linford



Due date for completion of next review: Sep 2020