

Document Title	Quality Assurance Policy	Date
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## **Policy Statement**

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. Compliplus Limited will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards while providing the highest quality assurance of PHECC Approved Courses.

## **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 PHECC Trainers and Affiliated Trainers. The management of the process will be through the existing organisational structure.

## **Process**

The quality assurance procedures will be founded in a process of regular self-evaluation by Management, Trainers and Learners via, internal audits and observations while adhering to and following the PHECC approved Course & Education Standards.

The quality procedures will seek the views and perceptions of learners and other stake holders who receive and benefit from training provided via learner evaluation forms and trainer evaluations forms.

## **Responsibility for Implementation**

All staff (managers, trainers and support staff) are responsible for the implementation of the Quality Assurance Policy.

The Quality Manager is responsible for an annual review of the policy.

It is the responsibility of all to engage positively in that review and ensure implementation.

## **Communications**

It is Compliplus Ltd policy to promote and ensure regular and effective communication at all levels of the organisation. Compliplus Ltd believes that communication must be two way and be inclusive.

Compliplus Ltd are committed to providing accurate information and guidance about our programmes and services and to seek constructive feedback from our learners and all stakeholders where possible, to ensure continuous improvement and develop programmes and services which reflect best practice.

Communication is delivered indirectly via website, newsletter, telephone and email and directly face-to-face.