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**Quality Assurance Policy**

### Pentreath Ltd is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

**Introduction**

Pentreath is committed to ensuring the provision of a quality advice and guidance, education and training service for its clients. It has the goal of delivering continuously improving standards of performance based on agreed outcomes that are shared and understood by all relevant stakeholders, including funding bodies.

Quality in our services has at its centre a commitment to meet the needs of our clients. The goal of social inclusion is promoted throughout our organisation through the values of equality, access, partnership and a culture of continuous improvement, all of which permeate the quality assurance process. These goals and values are reflected in Pentreath’s business plan.

Maintaining Pentreath’s culture of continuous improvement will be achieved through:

* raising aspirations and widening the horizons of our clients;
* recognising the key role of staff in our training provision, and advice and guidance services;
* embracing the process of self evaluation;
* encouraging staff to set challenging priorities and targets;
* promoting partnership working;
* involving relevant stakeholders;
* celebrating good practice and success through peer observation;
* addressing areas of underperformance through performance monitoring;
* planning for improvement; and
* maintaining evidence of continuous improvement.

**Pentreath’s Quality Process**

Pentreath will implement a consistent and rigorous approach to quality assurance that complies with the OFSTED, Equality and Diversity Quality Assessment Framework, Matrix, SAVVY and Investors in People standards.

Pentreath’s quality assurance process is founded on the principle of self evaluation as the strategy for improvement. Our staff are the key element in ensuring quality in training, and in providing information, advice and guidance.

Employees are expected to evaluate performance by using process and performance indicators, as well as other quantitative and qualitative data relevant to their role.

Valued quality processes and outcomes can contribute to the goals and values of the service such as: Matrix and Investors in People.

**Internal mechanisms for assessing the quality of service**

Pentreath’s Quality Working Party will maintain a continuous overview of quality assurance. The purpose of this is to assist Pentreath’s senior management in ensuring that it is fulfilling its responsibilities to:

* support all staff in matters relating to quality assurance;
* maintain a culture of continuous improvement throughout the organisation.
* gather evidence on Pentreath’s performance.

Pentreath have a peer appraisal programme we will implement this where appropriate this will ensure that good practice is disseminated throughout the organisation.

Staff supervision will enable managers to support staff in complying with quality procedures.

Staff are encouraged to see these internal mechanisms as an opportunity to:

* obtain support from senior management.;
* demonstrate the quality of their work and achievements;
* discuss their standards and quality and develop plans for their area of responsibility; and
* review their processes for self evaluation.

**Evidence**

Collation and analysis of evidence within Pentreath is a key element of strategic management through the quality assurance process. It is a requirement of Matrix Standard to have sound data and evidence on Pentreath’s performance.

The ability of senior managers to measure performance is founded on a good central collation and analysis of information and data. It is this management information that will show trends and developments. It ensures that future priorities and improvement objectives are based on reliable evidence. This position allows senior managers to effectively support and challenge in the process of continuous improvement.

Main Sources of Evidence

There is a range of evidence that are used to inform senior managers on Pentreath’s performance. These sources are internal and external to Pentreath.

Internal sources include:

* client evaluation through focus groups and questionnaires;
* statistical reports from Pentreath’s Information Officer.
* reports from Pentreath’s Quality Working Party;
* inspiring news stories, published internally and on the website
* financial audit report;
* project monitoring and evaluation reports prepared for funders; and
* staff self-evaluation.

External sources include:

* Funding body audits;
* OFSTED inspections;
* Matrix inspections; and
* IIP inspections.

**Strategic Planning**

Pentreath’s business plan sets out the key tasks for the planning period and a series of performance measures and targets related to these priorities. It will highlight and celebrate the achievements of clients and staff, and identify priorities for action over the next three years. These priorities will become part of the next business plan.

**Target Setting**

Target setting is embedded in the approach to quality assurance in Pentreath. It is an element of the self evaluation principle that permeates this policy on quality assurance. Staff will be set challenging, but achievable targets for their projects.

**Staff Review and Development**

The personal and professional development of Pentreath staff throughout their careers is essential to maximise the valuable contribution that every member of staff has to make towards raising standards.

It is a key element of the quality assurance process, and the staff review and development process recognises this.

Pentreath’s policy on staff review and development ensures that each member of staff can achieve their entitlement to an annual review of their professional skills and knowledge, and to a personal action plan to meet identified and agreed needs. The principle of self-evaluation is central to the process of quality assurance in Pentreath.

**Roles and Responsibilities**

All staff have a responsibility to help ensure quality provision.

The Chief Executive has overall responsibility for ensuring the quality of Pentreath’s services. The leadership role of the Chief Executive in the quality assurance process is to promote the principle of continuous improvement throughout Pentreath.

Senior staff have the responsibility to lead and apply the process within the context of their own responsibilities. All employees are expected to contribute towards this process of continuous improvement.

**Sharing Good Practice**

Pentreath will use a variety of methods to share good practice. These methods include:

* celebrating and sharing success through standards and quality reports;
* making available a variety of training and staff development opportunities;
* developing and sharing curricular materials and resources;
* promoting key learning and teaching developments;
* fostering regular communication within the organisation;
* holding staff training days; and
* peer appraisal.

**Monitoring and Evaluation**

The policy will be reviewed annually. Evidence on the performance of the policy will be gathered by the Quality Working Party.