



# Quality Policy

Last Updated: July 2023

Author: Charlotte Fry (Group Compliance and Quality Manager)

Review Date: July 2024

Version: 6

## DOCUMENT INFORMATION

### General

<b>Policy Title</b>	Quality Policy
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<b>Issue Date</b>	July 2023	<b>Review Date</b>	June 2024
<b>Version</b>	6	<b>Issued By</b>	Charlotte Fry
<b>SLT</b>		<b>Sponsor</b>	Inez Brown

<b>Review &amp; Consultation</b>	Two-year review from issue date unless changes to other company certification or regulatory changes
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<b>Scope</b>	
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### Responsibility for implementation and Training:

Responsible person	Descriptions of duties	Assigned to
Compliance and Quality Manager	To review policy and recommend of any changes	Compliance and Quality Manager

### Revisions Summary:

Date	Author	Descriptions
December 2022	Michael Sharman	Amendment to include ColTrain
July 2023	Charlotte Fry	Replaced SLT staff name as staff has left the business.

<b>Distribution</b>
Document to be stored on the Steps to Work HR Portal (CIPHR)
If you have any suggested changes to this document, then please notify Compliance and Quality Manager.
Any copies that are printed will be deemed to be invalid within 24 hours of printing.

	Executive Name	Executive Signature	Date of Signature
<b>Approved By</b>			

## **Company Definitions:**

### **STEPS TO WORK**

The company is a charitable company limited by guarantee with its registered office being Townend House, Floor 6, Park Street, Walsall, WS1 1NS.

### **STARTING POINT RECRUITMENT Ltd**

The company is a company limited by shares owned by Steps to Work with its registered office being Townend House, Floor 6, Park Street, Walsall, WS1 1NS.

Throughout this document Steps to Work is named to encompass all actions undertaken by Steps to Work/ Starting Point Recruitment Limited.

### **CIRCLE OF LIFE TRAINING Ltd**

The company is a company limited by shares owned by Steps to Work with its registered office being Townend House, Floor 6, Park Street, Walsall, WS1 1NS.

Throughout this document Steps to Work is named to encompass all actions undertaken by Steps to Work / Starting Point Recruitment Limited / Circle of Life Training Limited.

### **Our Mission**

To create opportunities and change futures by forging connections between local people and businesses.

### **Our Vision**

To help people, many of whom face multiple barriers, find sustainable rewarding and meaningful jobs.

### **Our Values**

- Our Passion Inspires
- Creating Positive Social Change
- Acting With Integrity
- We Transform Through Innovation

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## PURPOSE

In operating as a successful business, we are committed to carrying out all our business activities in a sustainable manner by pursuing continuous improvement in all aspects of our business.

As part of our commitment to continuous improvement, customer focus and compliance with regulatory and statutory requirements, the company's Quality program is based on the following principles that identify, manage and evaluate our key business activities, reduce process, enhance people and identify and mitigate health and safety risks.

We will not adversely affect any individual or group identified as part of our Equality and Diversity Policy.

## SCOPE

Steps to Work / Starting Point Recruitment/ Circle of Life Training provides assistance to people from 14 upwards in gaining employment or access to training. Services include information advice, guidance, training and employment support measures.

Steps to Work / Starting Point Recruitment/ Circle of Life Training is committed to working in partnership with all stakeholders to offer the most appropriate solutions. To achieve this, we are committed to using tools to improve the service to all our customers both internal and external on a continuing basis, namely

- ISO 9001:2015
- Matrix

## TALENT (PERSONNEL)

Steps to Work / Starting Point Recruitment / Circle of Life Training appoints capable and experienced people to carry out work with a quality focus that aligns with the organisation Business Management System and the requirements of this policy.

Steps to Work / Starting Point Recruitment / Circle of Life Training provides opportunities for its staff to develop the appropriate knowledge, skills and behaviours through talent management and development to ensure that every activity or task is carried out with the utmost respect for quality.

Steps to Work / Starting Point Recruitment / Circle of Life Training in particular ensures that the front line staff delivering Information, Advice and Guidance are appropriately qualified.

## PLANNING

Steps to Work / Starting Point Recruitment / Circle of Life Training ensures the quality of its service and the skills of its people through a management cycle of planning, review, implementation and evaluation. Planning includes ensuring quality is embedded within Strategic Direction being assessed, reviewed and aligned with the quality policy and objectives by top management

## ORGANISATIONAL CONTEXT – DRIVERS AND INTERESTED PARTIES

There are a number of internal drivers that influence our Quality Policy, they include:

- Talent Retention
- Project KPI's and Balanced Score Cards
- Strategic Planning

There are a number of **external drivers** that influence our Quality Policy, they include:

- Funding (Grants)

- Competition (fierce – all chasing the same funding)

There are a number of **Interested Parties** that influence our Quality Policy, they include:

- Participants
- Suppliers (Partners)
- Funders / Commissioners
- Colleagues
- Trustees/Non-Executive Directors and Board Members
- Statutory and Voluntary Organisations

## PROCESSES

All staff are expected to demonstrate a total commitment to quality and continuous improvement in every aspect of their working day. In particular:

- The Leadership Team who are responsible for establishing, maintaining and implementing the Business Management System for the organisation. This system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly;
- every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards;
- contractors employed for specific functions must meet our specified standards;
- the organisation has an annual quality improvement plan drawn up as part of its quality management review and which is based upon feedback from partners, customers and staff;
- the organisation is consistently listening to its service users and stakeholders and conducts regular feedback forums and surveys using appropriate methods. The findings are analysed and incorporated into its quality improvement plan; and
- the organisations' managers' monitor closely the quality of its staff's work by regular supervision and have a programme of site and programme audits as well as direct observation of tutors and assessors.

Steps to Work / Starting Point Recruitment/ Circle of Life Training ensures its management information system(s) are maintained regularly and updated as quality and customer requirements indicate that this is necessary.

Steps to Work / Starting Point Recruitment/ Circle of Life Training consults with its stakeholders on a regular basis to ensure it is meeting their expectations and provides them with a voice to contribute to continuous improvement.

## AUDIT & COMPLIANCE

Steps to Work / Starting Point Recruitment/ Circle of Life Training establishes and reviews its quality objectives and reviews the effectiveness of its Business Management System through the annual quality management review meeting.

The Leadership Team are supported by a team of internal auditors drawn from across the organisation.

Internal audit includes Lean Methodologies as check and balance tests of our quality processes and practices.

Compliance is written into the operational and functional standard operating procedures to ensure that all regulatory and contractual requirements are fulfilled. There is a culture of raising non-conformance and opportunity to improve to drive towards 100% infallible processes.

## TRAINING

The Leadership Team and Trustees are committed to provide a quality service the organisation requires high quality staff who are suitably trained, supervised and supported. They are committed to ensuring that:

each member of staff has a personal development plan in which their training and development needs are identified, and a plan made as to how such needs will be met.

Steps to Work / Starting Point Recruitment/ Circle of Life Training Management ensure through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the Business Management System and its direct relevance to the success of the business.

## ACCOUNTABILITY

The Leadership Team will be held to account by the Governance Board Subcommittee.