

Scope & Purpose

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd services and supports are working.

Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd is committed to operating efficiently and effectively in order to meet the needs of clients and learners. Continuous improvement in all activities is vital for our continued success. Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community, learners, regulators and other governing bodies.

Principles

- All services provided to learners and clients and all processes and procedures undertaken by staff are the best they can be.
- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and learners are encouraged to provide feedback on how to improve service delivery.
- Learners should be involved in all decision-making processes that affect them as they can provide valuable insights about the effectiveness of training, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contribute to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd's mission and vision.
- Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of support to its clients and learners.

Definitions

Continuous improvement – the ongoing effort to improve services, systems, processes or products to maximise individual outcomes. Evidence-based approaches are used to adapt to changing needs of the learners or other people accessing services.

Quality management – systems and processes used to monitor, review, plan, control and ensure quality of services, supports or products. Sometimes referred to as quality assurance.

Policy

This policy is part of the organisation's continuous improvement processes to deliver training and learning services and products. The effectiveness of the system is continually monitored for the purpose of identifying and implementing improvements.

Caroline Strawson Global Enterprises Ltd and The School of Trauma Informed Positive Psychology Ltd's policy is to:

- Maintain a quality management system, complying with its requirements and continually improving its effectiveness,

- Continuous improvement of learner satisfaction and business performance,

- Developing and maintaining business documentation that communicates the required standard of output from its key business processes,

- Continuous improvement via strong leadership, and active participation of all management and staff in the improvement process,

- Conducting annual reviews of the quality management system to ensure its continuing stability and effectiveness.

This policy was updated on the 21 June 2023.