



## High Level Quality Assurance Policy 2022–2023

### Introduction

C Learning Limited has in place a set of processes to ensure quality will be experienced consistently across all aspects of the business operations. In addition C Learning nurtures a culture of continual innovation and learning as captured in its publicly available Charter here –

<https://www.c-learning.net/wp-content/uploads/2021/05/c-learning-charter-2021.pdf>

All of our projects include self assessment reflection and our aim is to enhance our quality systems as they relate to creating a smarter and more sustainable planet which is the core mission of the business.

### Our Procedures

Our business has deliberately nurtured processes and procedures that are as light in bureaucracy as possible, building a culture that operates under a system of greater autonomy and agency at the individual level.

All of our staff understand and are aware of our core policies such as Sustainability as this relates to a core value in our business.

Feedback is regularly sought from both our internal stakeholders and external user community.

### **Quality Assurance Framework**

C Learning has in place a range of systems and procedures that combine to provide a quality assurance framework.

- Self assessment of the quality of delivery against agreed statement of works and where relevant PID (Project Initiation Documentation).
- Peer to peer observation of quality.
- Moderation of quality via project managers where appropriate.
- Continual staff development including comprehensive training including internal training, external partner led training, formal training courses and wider.
- All staff are encouraged to seek out opportunities for professional development on a rolling basis.
- The business undertakes regular business reviews to assess performance against business planning.
- We deliberately have no dedicated person responsible for customer care as we embed this across the whole team as part of our culture.
- We are a radically open business and share publicly our policies and procedures via our website.

### **Quality Improvement**

Our business practices a continual process of quality improvement that is focused on our mission and is built on the following:

- Our mission to create a smarter and more sustainable planet, and therefore a culture of continual learning is embedded.
- Our internal business planning processes and targets.
- Continual review and evaluation of work within a supportive coaching culture.
- Focused use of business priorities.
- Sharing of good practice through team regular team meetings, specifically in regard to sharing success and insights that are impactful.
- Analysis of business performance data.